



## **COMPLAINTS POLICY**

Signed :

On behalf of the Governing Body

**Date: Autumn 2014**

**Review: Autumn 2016**

The education of the children at West Tytherley School is grounded on trust. We are a learning organisation and as such, welcome suggestions for improving the childrens' time at West Tytherley.

It is the policy of this school to try and resolve any problems or concerns informally. The sooner we know about an issue, the quicker we can address it. We will listen to any concerns and explain our actions. We will consider how we can improve and communicate what we intend to do.

If it is not possible to satisfy the complainant, we will try to give an understanding of the situation.

The procedures for making a complaint are set out below.

### Stage one: Informal

Initially concerns or complaints about the education of the children will be discussed informally with the Class Teacher. We hope to be able to resolve any problems or concerns informally. If satisfaction is not gained during this meeting, or if the complaint is about a non-teaching matter, then an informal discussion will take place with the Headteacher.

### Stage two: Headteacher's Investigation

If satisfaction is not gained during any of the informal discussions, then a Complaint Form will be given to the complainant. In the first instance this form will be directed towards the Headteacher. The Headteacher will make a full and in-depth investigation of the complaint and write to the complainant with his findings.

### Stage three: Governors' Review

If no satisfaction is obtained by any of the above, or if the complaint is about an action or decision of the Headteacher, then the complaint form will be directed to the Chair of Governors. The Chair of Governors will discuss the complaint with the complainant and the Head Teacher and may offer a meeting between the three parties if this could help in resolving the issue. Where necessary, the Chair of Governors will arrange a meeting of the Governors Complaints Panel to investigate the complaint. The panel will conduct a full investigation of the complaint, including interviewing those involved, and write to the complainant with their findings.

The Governors Complaints Panel will consist of a minimum of three governors; no members of staff or the Headteacher will be included.

#### Stage four: Review by the Local Authority (LA)

We will always try to resolve complaints within school, but in exceptional cases it may be necessary to refer the problem to an outside body such as the Local Authority or the Secretary of State for Education. The complainant may write to the LA if they are not satisfied with the action or decision of the Governors Complaints Panel. If the LA is not able to resolve the problem they will explain what you can do next.



## COMPLAINT FORM

This form should only be used if informal discussions with the Class Teacher, or Headteacher, fail to give satisfaction.

This form should in the first instance be directed towards the Headteacher. If no satisfaction is gained, the complaint should then, **and only then**, be directed to the Chair of Governors.

To the Headteacher/ Chair of Governors.\*

### **Nature of the complaint:**

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Has the complaint been discussed with the Class Teacher? Yes/No \*

Has the complaint been discussed with the Headteacher? Yes/No \*

\*Delete as applicable

What was the outcome of the above discussions?

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Signed: \_\_\_\_\_ Print name: \_\_\_\_\_ Date: \_\_\_\_\_

**Please return to the school office in the envelope provided, and marked for the attention of the Headteacher, or Chair of Governors.**

Official use only:

Comments:

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Signed: \_\_\_\_\_ Position: \_\_\_\_\_ Date: \_\_\_\_\_