



# Hayesfield Girls' School

*Achieving Ambitions*

## **Policy Statement on Complaints**

### **Introduction**

The Education Act 2002 requires Governing Bodies of all maintained schools to have in place a procedure to deal with complaints relating to the school and to any community facilities or services that the school provides. The law also requires the procedure to be published.

### **Scope of the policy**

We recognise the difference between a concern and a complaint. Our policy is always to take a concern seriously and to satisfy the person who has raised it so that a concern does not become a complaint.

If a person raising a concern is not satisfied and wishes to take the matter further the formal complaints procedure will be followed.

A person making a complaint may be a parent, a student, a member of staff or a member of the general public.

This procedure does not override the Local Authority's procedures relating to curriculum and collective worship complaints.

Staff grievances and disciplinary matters follow separate procedures.

### **Principles behind the policy**

We seek to resolve complaints as soon as possible. Investigations should be full, fair and swift. Everyone involved in the complaint will be kept informed of progress and the decisions reached. Every effort will be made to respect confidentiality.

This policy is published on the school's website.

The Headteacher reports annually to the Governing Body on the complaints dealt with so that the overall level, nature and outcome of complaints can be reviewed and any necessary changes implemented.

### **The procedure**

Most complaints are dealt with in the first instance by the Headteacher or another member of the School Leadership Team. He or she will document the complaint (names, dates, times, events), acknowledge it in writing within three days of receipt, and consult with all those directly concerned. The complainant will receive a written explanation of the action taken within ten working days of receipt of the complaint. (During school holiday periods it may not be possible to keep to this timescale but every effort will be made to do so.)

If the complainant is not satisfied with the action taken by the Headteacher, or if the complaint is against the Headteacher, he or she may refer it to the Chair of Governors.

If the complainant is not satisfied with the decision of the chair of governors a formal complaint may be made to the governing body through the clerk to the governors. A Complaints Committee will meet within 15 working days of receiving the complaint. The complainant will be given seven working days' notice of the meeting and may be accompanied by another person to provide support. The meeting will follow the procedure outlined in the DfES document School Complaints Procedure issued in 2003. The complainant will be informed of the outcome of the meeting and the reasons for it and any action to be taken by the school, within seven days of the meeting. The decision of the Complaints Committee is final.

If a complaint is about the governing body it will be referred to the Local Authority. If that fails to produce a satisfactory response the complainant has the right to take the complaint to the Secretary of State for Education.