

School Policy on Complaints

Name of school: The Grange School

Date of Policy: 17th November 2011

Member(s) of staff

Responsible: Mrs J Thomas

Review Date: November 2013

1. A SPECIAL NOTE FOR PARENTS

The Governing Body believe that good relationships between parents and teachers are essential if children are to benefit fully from the education which the school provides.

Parents are encouraged to raise any problem that they may have with the appropriate member of staff. This may be a Secretary, their child's Form Tutor, Subject Teacher or Head of Year. They may also wish to take the matter up with a Head of Department, Senior Teacher, Deputy Head or the Headteacher.

This policy is not intended to prevent or discourage such approaches by parents.

Wherever possible, staff will arrange to talk directly to parents in order to discuss the problem fully and come to an agreement about how a solution might be reached.

Wherever possible, staff will attempt to deal with or act upon problems raised by parents at the time that they are raised.

If a parent considers that the problem has not been resolved, they may wish to take the matter further. This policy outlines the arrangements which have been put in place to enable this to happen.

This policy statement relates to complaints other than those about the Curriculum or Religious Worship for which a separate procedure has been established by the Local Education Authority and approved by the Secretary of State. Details of this separate special procedure are available from the Headteacher should anyone wish to make a complaint about curricular or religious worship matters.

2. WHAT IS A COMPLAINT?

The school considers a complaint principally to be an expression of grievance or dissatisfaction received from or on behalf of a parent or

member of the public regarding:

- * Action taken by or on behalf of the school.
- * Failure by the school or its staff or contractors to respond to a reported problem.
- * The standard of service(s) provided or discrimination in their delivery.
- * The policies of the school.

3. HOW TO MAKE A COMPLAINT

A parent or member of the public can make their complaint in the first instance either verbally or in writing to the Headteacher.

The school, if asked, will help anyone who would like assistance to set out their complaint including access to translation services where necessary.

4. HOW ARE COMPLAINTS DEALT WITH?

It is hoped that the majority of complaints can be resolved informally either by raising them verbally, in person or on the telephone, or by putting them in writing. They can be discussed there and then or at a mutually agreed time and a satisfactory explanation given or resolution speedily implemented.

Complaints which cannot be resolved informally will be dealt with as follows:

- * An acknowledgement (or final response where possible) will be sent to the complainant within 5 working days.
- * The complainant will be told the name and telephone number of the person dealing with the complaint.
- * A full response will be sent within 21 working days (i.e. school term days) or if a complete answer still cannot be given the complainant will be told what is being done to investigate the complaint and how long this will take.
- * The complainant will be told if their complaint has to be dealt with under a special procedure.

5. WHERE TO GO IF NOT SATISFIED WITH THE OUTCOME

- a. Complainants not satisfied with the outcome of their complaint dealt with by the Headteacher should write to The Chairman of Governors at The School who will arrange for the complaint to be looked into and where necessary arrange for the Governing Body to consider the matter. Even at this stage it is hoped that the complaint can be resolved informally and the Chairman will attempt to do this in the first instance if at all possible.

- b. Thereafter, complainants still not satisfied with the outcome and who want to take the matter further outside the school can write to either:

The Corporate Director
Education Services
Shropshire County Council
Guildhall
Frankwell Quay
Shrewsbury SY3 8HQ

OR

The Secretary of State for Education
Department for Education
Sanctuary Buildings
Great Smith Street
Westminster
LONDON SW1P 3BT

6. WHAT TO DO IF THE COMPLAINT IS ABOUT THE HEADTEACHER

Complaints about the Headteacher that the complainant cannot or does not wish to raise directly with the Head should in the first instance be sent to the Chairman of Governors who will arrange for the matter to be dealt with as set out in 5(a) above.

7. MONITORING OF COMPLAINTS

An anonymous analysis of all formal complaints will be reported to the Governing Body each term so that any necessary changes in the School's policies, practices or procedures can be considered and implemented.

Signed.....I Walshaw..... on behalf of the Governing Body

Date.....17.11.11.....

Signed.....J M Thomas..... on behalf of the School

Date.....17.11.11.....