

# Gilberdyke Primary School

## Complaints Policy

Autumn 2015

Our School Vision:

Aspire  
Respect Achieve  
Belong



*Policy for dealing with complaints from parents, the general public and any other person excluding; Governors, pupils or those dealt with under other statutory provisions e.g. curriculum, sex education, admissions, exclusions, SEN, staff grievances, capability, and child protection.*

*Complaints will be dealt with in accordance with the Local Authority's (LA) School Complaints Procedure.*

*The Headteacher will be the Complaints Officer unless the complaint is against the Head.*

*We hope that at Gilberdyke Primary School complaints will be few and that most complaints will be dealt with swiftly and amicably. There are occasions however when a solution cannot easily be found and a more formal complaint will be made.*

*Most complaints can be solved by an informal discussion with the teacher or the Headteacher. Complaints should be discussed with the Headteacher as it is not normally possible to proceed further with a complaint if discussions have not taken place.*

*Upon the receipt of a formal complaint the Head will investigate the complaint and respond to the complainant within 10 school days. The response will either inform the complainant of a decision or tell the complainant when a decision will be made.*

*If the complainant is not satisfied with the Head's decision or cannot discuss the issue with the Head then he/she can write to the Chair of Governors explaining why they have not discussed the issue with the Head or why they are appealing against the Head's decision. The Chair of Governors will reply to the complainant within 10 school days.*

*If the Chair of Governors cannot resolve the complaint then the complainant can appeal to the Complaints Committee. The Committee will meet to hear the complaint. There are requirements to*

ensure a fair hearing. These include the right of the complainant to be represented and that all copies of written statements are sent to all parties at least 5 days before the hearing. The decision of the Complaints Committee will be notified to all parties, in writing, within 7 days of the hearing, giving reasons for their decisions. Any recommendations must be in writing, giving details of the complaint and reasons for the recommendations.

If the complainants are not satisfied with the process of the investigation (not the outcome) they can make this known to the Director of Children, Family and Adult Services. Further action can only be taken if the complainant can demonstrate that the procedure has not been followed, or that the Governing Body has not correctly exercised its function.

Ultimately the complainant can complain to the Secretary of State in the Department of Children, Schools and Families if they feel the Governing Body or the Local Authority has not reasonably exercised its function.

The Headteacher will keep a record, which is open to the LA and the Secretary of State.

The Complaints Policy will be available on the school website or for inspection from the school office.

A formal complaint may be withdrawn at any time by notice in writing.

### **Policy dealing with complaints against the Headteacher a Governor or the Governing Body**

#### **Headteacher**

Where a formal complaint is against the Headteacher, a Governor or the Governing Body, the Chair of Governors will act as the Complaints Officer.

If the Chair cannot resolve the case the Chair will refer the matter to the Complaints Committee who will deal with the issue. The Committee will meet to hear the complaint. There are requirements to ensure a fair hearing. These include the right of the complainant to be represented and that all copies of written statements are sent to all parties at least 5 days before the hearing. The decision of the Complaints Committee will be notified to all parties in writing within 7 days of the hearing, giving reasons for their decisions. Any recommendations must be in writing, giving details of the complaint and reasons for the recommendations.

If complainants are not satisfied with the process of the investigation (not the outcome) they can make this known to the Director of Children, Family and Adult Services. Further action can only be taken if the complainant can demonstrate that the procedure has not been followed, or that the Governing Body has not correctly exercised its function.

The Headteacher will keep a record which is open to the LA and the Secretary of State.

**Chair of Governors**

Where the complaint is against the Chair of Governors the complaint will be referred to the Clerk of the Governing Body and will be placed on the agenda of the next Full Governors Meeting.

The Governing Body can decide whether to refer the matter to the LA or delegate it to the Complaints Committee.

The complainant can appeal against the decision of the Governing Body within 10 school days and provided that the Governing Body votes at a full governing meeting to allow the matter to be referred to the LA.

**Policy dealing with complaints by Governors or pupils**

Complaints by Governors or pupils will be dealt with by the Headteacher unless the complaint is against him/her.

If the Headteacher cannot resolve the issue the complaint can be passed on to the Chair of Governors who will either, make a decision and write to the complainant within 10 working days giving reasons for his/her decision, or refer the matter to the Complaints Committee.

The Complaints Committee will meet to consider the issue and make a decision which they will notify to the complainant within 10 working days giving reasons for their decision.

**Review**

This policy will be reviewed in the Autumn Term 2014 or sooner if deemed necessary.

This policy was agreed by Staff and Governors.

Signed ..... Governor

Signed ..... Headteacher

Date .....