

## The Good Shepherd Trust

Academies in partnership with the Guildford Diocese Education Trust  
The Education Centre, The Cathedral, Guildford, Surrey GU2 7UP Tel: 01483 450423

### Parental & External Relationships: Complaints Policy Statement



Diocese of Guildford

Date	Review Date	Coordinator	Responsible Body
June 2016	January 2019	Headteacher	Good Shepherd Trust

The Trust and governing body (We) believe that the school provides an excellent education and that the Headteacher and school personnel work very hard to build positive relationships with all parents/carers and others. That said, in line with The Education (Independent Schools Standards) Regulations 2010 and The School Complaints Toolkit 2014 the Trust has in place clear procedures to deal with complaints made against the school or individuals connected with it, contained in a separate document: School Complaints Procedures, which are reviewed in line with this policy.

Governors are aware that in line with the Education Act 1996, parents/carers have the right to complain directly to the School about any matter relating to the school's curriculum and any issue relating to the general educational that we provide.

Governors have a duty to publish the complaints procedure on the school website with hard copies available from the school office.

Governors believe that we can keep complaints to a minimum by forging strong positive relations with everyone connected with the school and by having in place very good lines of communication.

Schools need to be clear about the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints. However, formal complaints should always follow the complaints procedure. The requirement to have a complaints procedure need not in any way undermine efforts to resolve the concern informally. In most cases the class teacher or the individual delivering the service in the case of extended school provision, will receive the first approach. It would be helpful if staff were able to resolve issues on the spot, including apologising where necessary.

The formal procedures will need to be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

#### Aims

- to deal with any complaint against the school or any individual connected with it by following the correct procedures
- deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant
- work with the Trust and other local schools to share good practice in order to improve this policy

## **Responsibility for the Policy and Procedure**

### **Role of the Governing Body**

- to have in place a complaints procedure that is available and accessible to parents/carers
- delegate powers and responsibilities to the Headteacher to ensure all school personnel are aware of and comply with this policy and the complaints procedure
- responsible for ensuring all policies are made available to parents/carers
- responsible for the effective implementation, monitoring and evaluation of this policy

### **Role of the Headteacher**

- ensure all school personnel and parents/carers are aware of this policy and the complaints procedure
- monitor the effectiveness of this policy
- annually report to the Governing Body on the use of this policy and the complaints procedure

### **Raising Awareness of this Policy**

- the School Prospectus
- the school website
- the Staff Handbook
- reports such as Headteacher reports to the Governing Body

### **Training**

Not applicable

### **Equality Impact Assessment**

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation.

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any pupil and it helps to promote equality at this school.

### **Monitoring and Review**

- the Headteacher logs all complaints received by the school and records how they were resolved. The Governing Body discuss this log annually
- a continuous process of self-evaluation by the governors will monitor the process of dealing with complaints
- governors take into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy

### **Monitoring the Effectiveness of the Policy**

The practical application of this policy will be reviewed annually or when the need arises by the Headteacher and the Effectiveness Committee.

A statement of the policy's effectiveness and any recommendations for improvement will be presented to the Governing Body for further discussion and endorsement.

<b>Headteacher:</b>	Ruth Worswick	<b>Date:</b>	January 2016
<b>Chair of Governing Body:</b>	Jeff Batchelor	<b>Date:</b>	January 2016

