



GRANGE SCHOOL
A Culture of Continuous Improvement

Complaints Policy

Compiled by: Signature: Date:	Approved by Governing Body () Signature: Print name: Date:
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Complaints Policy

PROCEDURES FOR DEALING WITH COMPLAINTS

At Grange School, we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential, both academically and socially. We recognise that sometimes things can go wrong and parents, carers and members of the public may need to make a complaint or raise concerns they have with the school. This policy tells you what to do if this happens.

INFORMAL STAGE

Most complaints/issues can be resolved informally and quickly by discussion with the member of staff concerned or member of the senior leadership team or the Head Teacher. Alternatively parents/carers can write to the member of staff or the Head Teacher outlining the issue clearly.

Any complaint/issue that is put in writing should be written clearly outlining all the issues and what it is hoped that the preferred outcome should be. All complaints will be acknowledged in writing within 3 – 5 working days.

Parent/carers should make an appointment to discuss their concerns with the member of staff who knows about the issue or incident. If the complaint relates to a pupil, ideally the member of staff concerned should be directly involved with the pupil, for example, class teacher or form teacher.

The member of staff will usually write notes during the meeting. Parents/carers can ask for a copy of these notes.

FORMAL STAGE

There are two formal stages:

STAGE 1

If a parent/carer is still dissatisfied after the informal stage, they, or the member of staff can refer the matter to the Head teacher. This must be done in writing, as this will often make the situation clear to all involved parties.

The Head Teacher will offer a meeting with the parent/carer or other complainant at a mutually convenient time. At the meeting, and through discussion, the Head Teacher will clarify what the issues are. The hopes of what the parent/carer is trying to achieve will also be discussed. Together all parties will agree an acceptable outcome. This should be to the satisfaction of all parties involved. These should be written down and agreed by all parties so there is no misunderstanding. Again parents/carers should be given a copy of this.

If the issue is complex the Head Teacher may need to speak to other staff and pupils to investigate the concerns. This should happen within 10 school days. If this timescale cannot be met the Head Teacher should inform the parent/carer that this will take longer, explain the reasons for this and give a timescale for when the investigation will be completed.

STAGE 2

After meeting with the Head Teacher if the complaint is still not resolved to the parent/carer's satisfaction, the complaint can be referred to a panel made up of three members of the School Relations Committee.

This can either be in writing to the school, or alternatively the school can ask the panel to contact the parent/carer direct. The Head Teacher can also refer the complaint to the panel.

If the Head Teacher is the subject of the complaint, the complaint should go straight to the panel and miss out Stage 1.

The panel will offer to meet with the parent/carer or other complainant, at a mutually convenient time. The complainant may be accompanied by a third party.

The panel has 15 school days to investigate the complaint. If it cannot be resolved within this time, the panel will inform the complainant and explain why it is taking longer. Reasons for this may be that the complaint is complex and needs more time or someone involved is absent through sickness or holidays. The panel should, however, give a realistic timescale for when the complaint should be resolved. The panel should inform the complainant of when it is expected that the investigation should be completed. The panel will make findings and recommendations. These will be given to the complainant, and where relevant to the person complained about, the chairperson of the Board of Governors and the Head Teacher.

If a complaint is not from a parent/carer of a pupil of the school (an example being a member of the public) these should be made directly to the Head Teacher, preferably in writing.

All complaints will be recorded formally by the school in a central log stating at what stage the complaint was resolved. All documents relating to the complaint will be kept confidential and stored in a secure location.

It should be noted that school does not need to consider complaints made more than 6 months after the incident/situation.

If a complaint is made about an issue that is over 6 months old the school will write to the complainant explaining why the school cannot consider this complaint.