



*Our school is a Christian community in which pupils, staff, parents, governors and parishioners are working together, within a safe and stimulating learning environment, to achieve education of the highest possible quality, in order to prepare pupils to meet the challenge of their futures.*

*We celebrate the value of each child and set high expectations for them in our endeavour to sustain and develop their gifts and talents.*

Date Adopted	
Signed (Governors)	
Signed (Headteacher)	
Date for review	

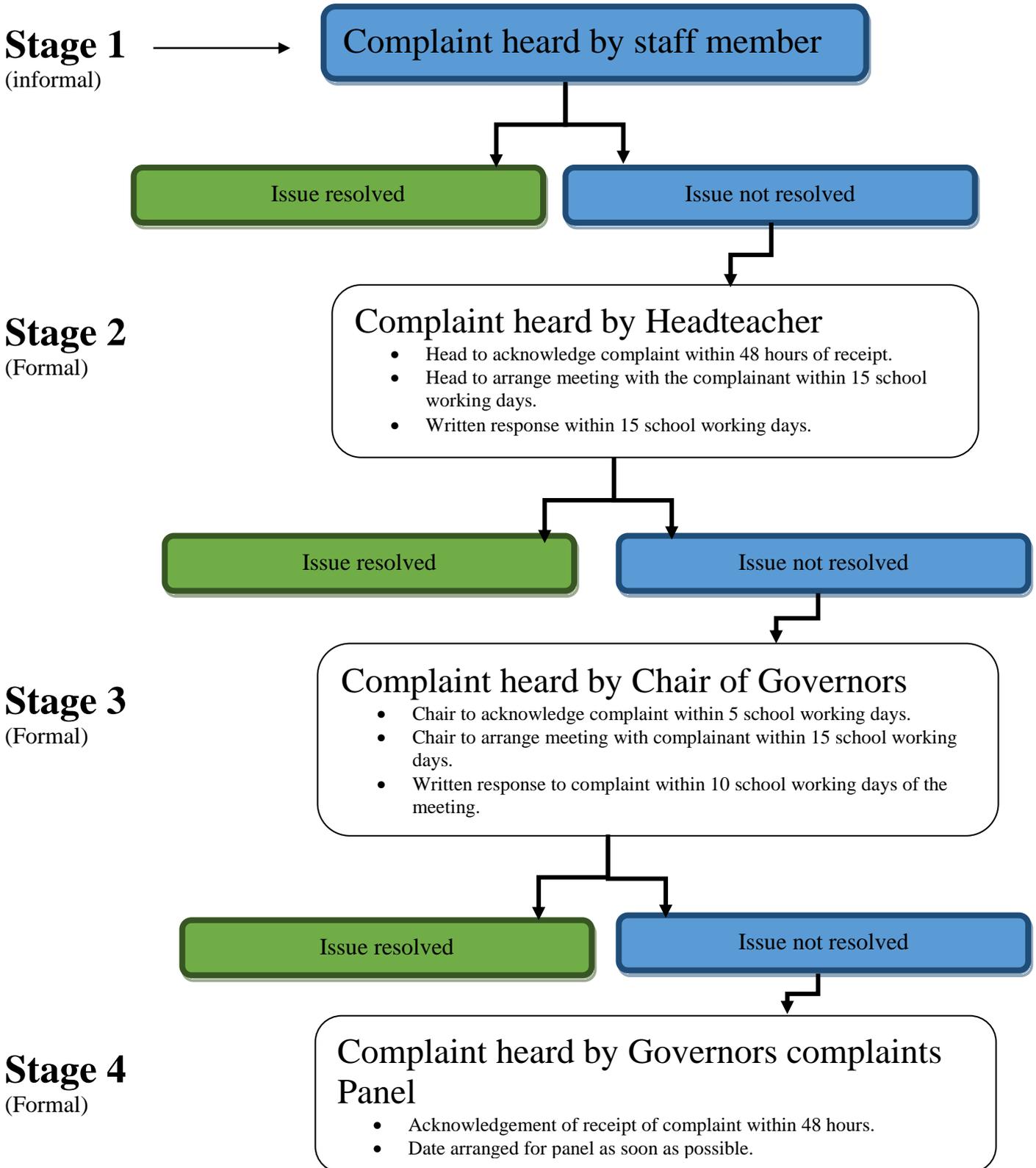
## **Introduction**

The following procedure is based on the principles set out within the Department for Education guidance to schools in respect of responding to complaints.  
(Released January 2016)

We always try very hard to get things right the first time, however we acknowledge that there are occasions when despite everyone's best efforts things do sometimes go wrong. When this happens we endeavour to deal with these situations in school as they arise, and we would ask all parents to raise any concerns they may have with us as soon as possible so that we can act quickly to try to work with them to resolve matters. Our aim is to continue to build on our Ofsted status as a successful school by listening to parents and pupils and seeking to identify any learning and development from any complaints we receive.

**School Complaints Procedures Flowchart**

Please note that timescales are dependent on a number of factors including time of year and the nature and complexity of the complaint. Timescales are clearly set out, however, the school will endeavour to respond as quickly as possible to all complaints.



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### Scope of the policy

The complaints procedure covers all complaints about any provision of facilities and services that the school provides with the exception to the list below:

Exceptions	Who to contact
<ul style="list-style-type: none"><li>• Admissions to schools</li><li>• Statutory assessments of Special Educational Needs (SEN)</li><li>• School re-organisation proposals</li><li>• Matters likely to require Child Protection investigation</li></ul>	Concerns should be raised directly with the LA.
Exclusion of children from school	Please refer to the school's exclusion policy
Whistleblowing	Please refer to the school's whistleblowing policy
Staff grievances and disciplinary procedures	These matters will invoke the school's internal grievance procedures. Complainants will not be informed of the outcome of any investigation.
Complaints about services provided by other providers who may use school premises or facilities.	Please use these providers' own complaints process.

### What is the difference between a Concern and a Complaint?

A 'concern' may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*. A complaint may be generally defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

### Communication

We recognise that some complainants will have difficulty accessing the school for a variety of reasons e.g. disability or learning difficulties we therefore will accept concerns and complaints by writing (including email), telephone, or in person.

Most concerns and complaints can be resolved quickly and informally by speaking with your child's class teacher or the Head Teacher. However if matters cannot be informally resolved and parents do wish to make a formal complaint then they will need to follow the school complaint process as set out in this procedure.

#### 1. Discussion with the Class Teacher

Most matters can be resolved quickly and informally in this way. Please make an appointment to see the teacher concerned.

### **2. Investigation by the Head Teacher**

If having spoken with the class teacher (or if the complaint is about the class teacher) parents are still not satisfied that the complaint is resolved then they will need to make an appointment to meet with the Head Teacher to discuss their complaint. If the complaint cannot be resolved right away the Head Teacher will record the complaint in writing, and will then investigate matters as quickly as possible. This may involve talking to any staff or pupils involved and reviewing any written information available. Parents will then receive a written response to their complaint confirming the outcome and any action to be taken within 15 school working days.

### **3. Formal complaint to the Chair of Governors**

Most complaint matters will be resolved by stage 2 however if attempts to resolve the matter have been unsuccessful and parents wish to progress matters further then they will need to put their complaint in writing to the Chair of Governors, where applicable enclosing a copy of the Head Teacher's response to their complaint.

The letter should be addressed to:

The Chair of Governors (Holy Trinity C.E. School)

Governor Support

The Rock Street Centre

Rock Street

Oldham

OL1 3UJ

Tel 0161 770 1629

The Chair of Governors will acknowledge receipt of the complaint and investigate it with the school. The Chair will then arrange to meet with the parent/s within 15 school working days of the receipt of the complaint to discuss the issues involved, and try to identify any outcome that would provide a resolution to the complaint. The Chair of Governors may be able to resolve matters, however if this is not the case parents may request that the Chair of

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Governors arranges for the complaint to be heard by a School Governing Body Complaint Panel.

### **Governing Body Complaint Panel**

This is the final stage of the school complaint process and the request for a Governing Body Complaint Panel will need to be put in writing to the Chair along with details of the complaint/s to be reviewed and requested outcome/s. The Chair will then acknowledge the request and arrange for a panel of 3 school governors who have not had prior involvement in the complaint to meet to review the complaint and the school's response. Once the panel date has been agreed the parent/s, school representative/s and any other identified attendees (which may include representatives from the Local Authority) will be invited to the Panel meeting and will each receive an information pack in advance of the panel meeting. The information pack will contain all information that will be presented to the Governors at the meeting. This includes the complaint, reason for complaint, evidence to support the complaint and the school case against the complaint. All Governors, the school and the parent will receive a complete copy of this at least 3 days prior to the meeting. The information needs to be received from both the school and complainants by the Chair of Governors at least 5 days prior to the meeting. Failure to meet this timetable may mean that the meeting is either postponed or cancelled.

NB: Both school and parent/s will be invited to submit information for inclusion in the panel pack in advance prior to the panel meeting, and no additional written information will be accepted at the panel meeting itself.

The Chair will arrange for the panel meeting to be clerked and the aim of the panel meeting will always be to try to resolve the complaint and achieve reconciliation between the school and the complainant/s. However it needs to be acknowledged that the complainant may not be satisfied with the outcome if the panel does not provide the outcome they would wish to see to resolve their complaint. In these circumstances it may only be possible to establish facts, identify possible ways to move forward and make recommendations to satisfy the complainant/s that their complaint has been taken seriously by the school.

Following the Complaint Panel the Panel Chair will write to the parent/s confirming the outcome of the panel meeting within 15 school working days. This provides for the closure of the complaint and the end of the school complaint process. Should parents remain dissatisfied with the way that the school have dealt with their complaint they can write to the Secretary of State for Education.

The School Complaints Unit (SCU)

Department for Education

2<sup>nd</sup> Floor, Piccadilly Gate

Manchester

M1 2WD

It should be noted that the SCU will examine if the complaints policy and any other relevant policies were followed in accordance with the provisions set out. They will not re-investigate the substance of the complaint.

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## Appendix 1 – Complaints form

### **Complaint Form**

Please complete this form and return to the Headteacher (for stage 2) or the Chair of Governors (for stage 3), who will acknowledge receipt and inform you of the next stage in the procedure.

Your name:	
Relationship to pupil:	
Pupil's name:	
Your address:	
Daytime telephone number:	
Evening telephone number:	
Please give concise detail of your complaint, (including dates, names of witness), to allow the matter to be fully investigated. You may continue on a separate piece of paper, or attached additional paperwork, if you wish.	
Number of additional pages attached:	
What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)	
What actions do you feel might resolve the problem at this stage?	

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Signature:	
Date:	
Official use	
Date complaint received:	
Date acknowledgement sent:	
By whom:	
Complaint referred to:	
Date:	
Date of meeting with complainant:	
Date of response to complainant:	

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### Data Protection Statement

The procedures and practice created by this policy have been reviewed in the light of our Data Protection Policy.

All data will be handled in accordance with the school's Data Protection Policy.

Data Audit For This Policy					
What ?	Probable Content	Why ?	Who ?	Where ?	When ?
Registration / Admissions Data	Name D.O.B. Address Telephone Medical Issues Parental Details	Legally Required To For Admission To School  Well-Being of Your Child  Communication	All Staff (Where Necessary)	Initially Completed On Paper Then Entered Onto School's Information Management System  Paper Version is Shredded	Held On File Throughout Child's Time At School  Passed Onto New School When Moving  Computer Retains Copy of Records in 'Archive'

As such, our assessment is that this policy :

Has Few / No Data Compliance Requirements	Has A Moderate Level of Data Compliance Requirements	Has a High Level Of Data Compliance Requirements
✓		