

Hulme Hall Grammar School



Complaints Policy

Report	Complaints
Approval Body	Education Committee
Date Reviewed	September 2018
Review Schedule	Bi-Annual
Next Review due	September 2020

This is a whole school policy and also refers to the Early Years Foundation Stage (Pre-School)

Aims

The School is an open community and aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be discussed and then resolved.

If parents do have a complaint, it should be dealt with in accordance with this procedure. All complaints will be handled sensitively and as quickly as possible.

This procedure also extends to handling complaints from the public. Any reference to parents in this procedure also includes the public.

What Constitutes a Complaint?

A complaint is an expression of dissatisfaction with, or concern about, a real or perceived problem.

A complaint may be made if a parent thinks that the school has, for example:

- Done something wrong.
- Failed to do something that it should have done.
- Acted unfairly.

A complaint may be made about the school as a whole, about a specific department, about an individual member of staff or about a specific incident.

All complaints will be handled seriously, as an unresolved issue may become a festering dispute or even a confrontation. Our procedure aims to handle both formal complaints and the informal raising of concerns.

Complaints Log

All complaints will be recorded in the Complaints Log and, where referable to a pupil, also in the pupil's file. The Log shall contain the following information:

- Date that the complaint was received.
 - Name of parent.
 - Name of pupil.
 - Brief statement of issue.
 - Location of files containing details of the issue or incident.
 - Member of staff handling the issue.
 - Brief statement of outcome.
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The Complaints Log is entirely distinct from other files dealing with the complaint, which may for example, contain confidential information.

Stage 1: Informal Complaint Procedure

Unless the matter is especially pressing or is likely to be of significant concern to the parent, the pupil, and/or the school, parents are requested to initially adopt the informal complaints procedure, which is designed to bring about a swift resolution to the complaint. It is hoped that the majority of complaints can be handled in this way:

- a) Parents should approach their class teacher with their concerns either verbally or in writing. This will normally be followed by a meeting.
- b) If this does not provide satisfaction, or if the complaint is about the class teacher, parents should approach **Mrs Smith, Interim Headmaster** with their complaint. Such complaints will be referred to the class teacher immediately, unless the **Interim Headmaster** decides to deal with it
- c) If the complaint is about treatment to or by a pupil, **Mrs Smith**, Key Stage Manager (and in some cases, the Designated Child Protection Officer), shall be informed.
- d) The class teacher or **Interim Headmaster** will record the nature and date of the complaint in the Complaints Log and, where referable to a pupil, to the pupil's personal file.
- e) If the complaint can be dealt with immediately to the parent's satisfaction, the Complaints Log and pupil's file will simply be noted with the outcome of the event.
- f) If the complaint cannot be immediately resolved or requires further investigation, the **Interim Headmaster** will send a letter or e-mail to the parent acknowledging receipt of the complaint, giving particulars of it and providing a timeframe within which it is hoped the complaint can be resolved.
- g) Under normal circumstances, the school should aim to deal with such complaints within a timeframe of 5 working days.
- h) The member of staff dealing with the complaint will discuss the matter with the parents in an attempt to resolve the issue.
- i) Once the complaint has been resolved, the **Interim Headmaster** shall record the outcome of the complaint in the Complaints Log and the personal file of the pupil / teacher.

Stage 2: Formal Procedure

If the informal procedure fails to produce an outcome that satisfies the parents and/or the parents wish to disregard the informal procedure, the parents can proceed to the formal complaints stage:

- a) The parents must put their complaint in writing and send it addressed to the **Interim Headmaster**.
- b) The **Interim Headmaster** will enter the date and nature of the complaint into the Complaints Log and, where referable to a parent / teacher, into the personal file of the pupil / teacher.
- c) If necessary, **Mrs Smith** shall inform the other **Interim Headmaster Mr Bradford**, Key Stage Managers, Designated Child Protection Officer and / or the Chair of Governors.
- d) It is hoped that the **Interim Headmaster** will discuss the complaint with the parent within 5 working days to see if an immediate resolution to the problem can be found. Formal notes will be kept of any discussions.
- e) If necessary, the **Interim Headmaster** will commence investigations into the complaint, which will be concluded within 10 working days.

- f) If the complaint is about either of the Interim Headmasters or relating to a sanction/school procedure endorsed by them, the parent should write to the Chair of Governors. The Chair of Governors should adopt the procedure noted above (points d and e).
- g) Once investigations have been completed, the Interim Headmaster or Chair of Governors will inform the parents of this decision, together with reasons and record this in the Complaints Log and the pupil's/teacher's files. Record keeping will state whether the complaint is resolved / upheld following this Formal Procedure. Records will also include detail of any action taken as a result of the complaint. If not resolved, the parents will be informed of their right to appeal to the Complaints Panel.

Stage 3: Complaints Panel Hearing

This stage can only be invoked by the parents if they have exhausted all attempts to resolve the complaint at the Formal Procedure Stage either with, or without, commencing at the Informal Stage.

The Governing Body shall establish a Complaints Panel. This shall be chaired by a Governor (referred to as the 'Chair'), but who is **not** the Chair of Governors.

If the 'Chair' is not satisfied that the Formal Procedure Stage has been fully exhausted, he/she can decide in his/her discretion, to refuse to accept the complaint and refer it back to the Interim Headmaster, unless the complaint is about the Interim Headmaster.

If the 'Chair' decides to deal with the complaint, the following procedure shall apply:

- a) The Complaints Panel will consist of not less than 3 people, none of whom are directly involved in the matters detailed in the complaint and at least one of whom is totally independent of the management and running of the school.
- b) The Panel will acknowledge receipt of the complaint and ask if the parent wishes to provide any further information or documents about the complaint. Alternatively, the Panel may ask for further information or documents. The Panel will also ask the parent if there are any dates when the parents will be unable to attend a Panel Hearing to present the complaint.
- c) On receiving the parent's response, the panel shall set a hearing date which shall take place within 15 working days or as soon as possible thereafter. The parent shall receive not less than 3 working days' notice of the hearing.
- d) Copies of all documents will be provided by the Panel to the parent not less than 3] working days before the hearing.
- e) The parent is entitled to attend the hearing and be accompanied, although **not** by legal representation.
- f) After hearing the complaint and asking any questions that it deems necessary, the Panel shall retire to consider its decision. Where possible, it is hoped that an immediate decision can be reached, although it is possible that the Panel may need to undertake further investigation before a decision can be reached. A decision must be reached within 5 working days.
- g) Any decision reached by the Panel shall be confirmed in writing to the parent, Mrs Smith Interim Headmaster, the Chair of Governors and, if appropriate, the person about whom the complaint was made. Reasons for the decision, together with any recommendations shall also be provided.
- h) The Panel will ensure that the necessary entries are noted in the Complaints Log and personal files.
- i) The Panel's decision shall be final.

A copy of the appeal panel findings and recommendations will be available for inspection on School premises by the Governors and the **Interim Headmaster**.

Confidentiality

The school shall ensure that all complaints, whether formal or informal, are treated sensitively and confidentially, save where information must be provided to an Inspector or by virtue of any legal obligation.

In keeping with the school's aim of openness and fairness, it is the school's policy that complaints made by parents should not rebound adversely on their children and similarly that complaints raised by pupils should not rebound adversely on them or on other pupils.

The School will keep a written record of all complaints and the stage at which they were resolved.

Correspondence, statements and records relating to individual complaints are to be kept confidential, except where the Secretary of State or a body conducting an inspection under Section 109 of 2008 Act, requests access to them.

Anonymous Complaints

Anonymous complaints may arise where there is no indication of either name or address, or where the complainants say that they do not wish to be identified. They may come from parents or members of the public.

Complaints from the public about the behaviour of a group of pupils may be dealt with on a general basis, with reminders about the school's expectations.

Parents and members of the public should be encouraged to provide their names and should be given reassurance on the issue of confidentiality. If they persist in wishing to remain anonymous, it is at the **Interim** Headmaster's discretion as to what action, if any, should be taken, depending upon the nature of the complaint. Anonymous complaints will be recorded into the Complaints Log.

Anonymous complaints about child abuse will be dealt with under the guidelines set out in the school's Safeguarding Policy.

Evaluation of the Complaints Procedure

It is important for the school to learn from any complaints, whether justified or not, in order to avoid repetition in the future. The Governors should monitor the complaints procedure to ensure that such issues are handled properly.

The **Interim** Headmaster is responsible for ensuring the smooth running of these procedures, including adherence to the various timeframes and that parents are content with these procedures.

Early Years Foundation Stage (Pre-School)

- The record of complaints is kept for at least three years.
- Parents can make a complaint to Ofsted (and/or ISI) if they feel the School is not meeting the EYFS requirements.

An individual complaint should be made through the school's complaints procedure or through Ofsted if it is in relation to EYFS (Ofsted, National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD - Tel: 030 0123 1231) . ISI (ISI, Cap House, 9 – 12 Long Lane, London, EC1A 9HA Tel: 020 7600 0100) and DfE (Tel: 01325 735 304) may be contacted in connection with statutory Regulations or Standards.

Inspection

Should a complaint result in a pupil being excluded, then parents may refer to the exclusions section of the Behaviour & Discipline Policy for further information.

A copy of this procedure is available upon request at any time to parents of current pupils at the school; parents of former pupils – if they raised a complaint during the time that their son / daughter attended school and also to members of the public.

The Number of Complaints

The number of Stage 2 complaints in the 2017/18 academic year was 7.

The number of Stage 3 complaints in the 2017/18 academic year was 0.



Request for Commencement of Appeals Review Procedure

To the Chairman of Governors

Name of Pupil:

Form:

Date of Birth:

Name of Parent:

Address:

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Tel No:

Name of Parent:

Address:

.....

.....

Tel No:

1) Enter date
of decision

I/We request a review of the Headmaster's decision on ⁽¹⁾ to

(2) Enter
pupil's name

permanently exclude ⁽²⁾ from the School.

I/We would like the Review Panel to review the following ⁽³⁾

(3) Enter all the matters to be the subject of the review such as a wrong determination of facts or unfair procedure

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I/We attach documents that I/we wish the Review Panel to consider as follows

(4) List all documents such as witness statements or other documents

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5) Enter
pupil's name

6) Signature
of
Complainant

I/We understand that ⁽⁵⁾.....shall be
suspended from the school pending the conclusion of the review procedure.

Signed ⁽⁶⁾

Dated

NOTE

Ensure that the signed completed request is received by the Chairman of Governors no later than 7 days after the Headmaster's decision to exclude. Requests for review that are neither signed nor fully completed or are received after this period, shall not be accepted.



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www.hulmehallSchool.org