

Bishop Rawstorne Church of England Academy



COMPLAINTS PROCEDURE

I have come in order that you might have life—life in all its fullness.

John 10:10

Aspire Believe Achieve

This policy document and the content contained therein remains the responsibility of the Headteacher, and Governing Body of the Academy. No amendments can be made without their express instruction and they remain the final arbiters in any matters relating to it.

Review date:	June 2018
Next review date:	June 2019
Reviewed by:	Mr Rawlinson

Approved by the Deputy Headteacher – June 2018

Bishop Rawstorne Church of England Academy

Complaints Procedures

It should be remembered that all complaints should be recorded on file.

Students:

It is an obligation to follow up student complaints and to investigate specific allegations where they have been made. It is a necessity to keep a written record of questions asked and procedures followed when looking into a complaint. Any formal complaint relating to the running of the school should be addressed to the Headteacher in the first instance, either in writing or personally.

Staff:

Teaching staff have a direct line through their line-managers and the SLT. These complaints may concern the specific behaviour of a student or students or could be related to unprofessional conduct by colleagues. Once again there is a duty for all matters to be fully investigated and recorded. Staff contracts include a grievance procedure and colleagues should remember that there is a staff governor representative. Where a member of staff feels aggrieved with a Senior Leadership decision, he/she is encouraged to talk to the staff governor representative or any of the other governors initially. Subsequently there is the full grievance procedure included within the contract which can be followed.

Parents:

See the Parental Complaints procedure that follows.

Bishop Rawstorne Church of England Academy has long prided itself on the quality of the teaching and pastoral care provided to its students. However, if parents do have a complaint, they can expect it to be treated by the school in accordance with this procedure.

Stage 1 - Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

An informal complaint is referred to as a concern. Bishop Rawstorne Church of England Academy will not log 'concerns' as a complaint. However the concern will be acted upon by the school. The concern/issue will be investigated and the outcome made know, usually within three working days, to the complainant.

If parents have a complaint they should normally contact their son/daughter's Group Tutor or classroom teacher in the first instance. In many cases the matter will be resolved straight away by this means to the parents' satisfaction. If the aforementioned member of staff cannot resolve the matter alone, it may be necessary for them to consult a Curriculum Leader, a Head of Year, or a member of the SLT.

Complaints made directly to a member of staff, Deputy Headteacher or Headteacher will usually be referred to the relevant Group Tutor or classroom teacher unless the Deputy Headteacher or Head Teacher deems it appropriate for him/her to deal with the matter personally.

The Group Tutor or classroom teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within three weeks or in the event that the Group Tutor or classroom teacher and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

Stage 2 - Formal Resolution

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headteacher. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Headteacher will meet the parents concerned, or have a telephone conversation with them, normally within four days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Headteacher to carry out further investigations.

The Headteacher will keep written records of all meetings and interviews held in relation to the complaint.

Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headteacher will also give reasons for his decision.

If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 - Panel Hearing

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to the Chair of Governors, Mr Andrew Marston, the member of the Governing Body appointed to request the Clerk to the Governors to call hearings of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the panel members shall be appointed by the Board of Governors. The Clerk to the Governors will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within ten days.

If the panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than two whole days prior to the hearing.

The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

If possible, the panel will resolve the parents' complaint immediately without the need for further investigation.

Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within ten days of the hearing. The Clerk to the Governors on behalf of the Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headteacher, the Governors and, where relevant, the person complained about.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school, including where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.



INTERNAL COMPLAINTS LOG STAGE 2

Complaint reference number: _____

Name of Complainant: _____

Contact details: _____

Date of Receipt: _____

Received by: _____

How Received? By form

By email

In writing

Personal visit

By representative (*give details*)

Other

Brief details of Complaint: _____
(You may attach additional sheet(s))

Outcome requested: _____

Date of acknowledgement of complaint: _____
(*Within time-scale? YES/NO*)

Date of resolution: _____
Details of Resolution (append relevant papers)

Date of confirmation of outcome: _____
(*Within time-scale? YES/NO*)

Other relevant information: _____

Complainant wishes to proceed to Stage 3? **YES**

Complainant contacted re-opinion of timeliness and fairness?



ACKNOWLEDGEMENT LETTER – STAGE 2

Date:

Dear:

RE: _____

I am writing to acknowledge receipt of your complaint dated _____.

Thank you for taking the trouble to contact us on this matter. I understand that the nature of your concern is _____

I have asked _____ to investigate this. She/he will attempt to resolve the matter as quickly as possible and may contact you to discuss things further.

You will receive a full response in writing by _____ and we will contact you shortly afterwards to confirm that you were satisfied with the way in which we dealt with the complaint.

In the meantime please do not hesitate to contact me should you require further information on any aspect of our procedures.

Yours sincerely

Headteacher