

Brimsham Green School

Complaints Procedure

Also refer to the South Gloucestershire document “Complaints Against Schools – General principles and procedural guidance,” which the school adopts in full.

This procedure should be followed by staff and governors when dealing with any complaint about the school except for complaints detailed below. In these cases separate procedures exist and should be followed:

- Complaints against the curriculum, under Section 23 of the education Reform Act 1988
- Admissions to school
- Failure to assess a child’s special educational needs
- Exclusion
- Child protection

Introduction

Complaints about events at school may come via number of different routes:

- Telephone or personal call to office
- Letter to form tutor or Head of Year
- Letter to Headteacher
- Verbally at a parents’ evening
- Letter or personal contact to a governor

Many complaints are not serious and can easily be resolved. Complaints which at first appear to be trivial can become much more serious if not dealt with swiftly and effectively.

Receipt and Referral

If you receive a complaint in person or by telephone, make a written note of the main points immediately; sign, date and time the message. Ask the complainant to put their complaint in writing **if you judge that to be helpful.**

Normally complaints should be tackled at the level of form tutor or subject teacher. More serious matters may be referred to Head of Year or head of faculty. Members of the Senior Management Team should be asked for assistance if necessary.

An individual governor receiving a complaint, in that capacity, should ask the complainant to write to the Headteacher who will refer it on as above. A complaint about the Headteacher should be sent to the Chair of Governors.

Informal Resolution

Most concerns will be addressed and resolved informally at the level of subject teacher/form tutor. Often a quick telephone call or after school meeting with a parent can resolve difficulties and build up a constructive basis for future home-school relations. **Always keep a brief written note of the concern and the outcome in the pupil's personal file – held by the year head and accessible to the parent.** If you are unable to resolve the matter, seek help from a more senior colleague. In some cases it may be necessary for the Headteacher to become involved. If the complaint still remains unresolved the complainant should be advised to write to the Chair of Governors who may attempt further informal resolution or invoke the formal procedure outlined below. Need to keep accurate, careful notes at all stages and place these into the students' personal file.

Formal Procedure

- The Chair will acknowledge receipt of a complaint within five working days and explain the procedure to be followed.
- He/she will assemble a group of three governors to consider and, if necessary, investigate the complaint.
- The complainant should normally be invited to meet with the investigating governors to clarify matters and to explain the resolution which they are seeking. Permission to copy the letter of complaint to any persons named in the complaint should be obtained. (If such permission is withheld, the complainant should be told that it is most unlikely that any further action can be taken.)
- Any person named in the complaint should be given the opportunity to meet with the group of governors and/or to respond otherwise. They may be accompanied by a friend or union/association representative.
- A written record should be made of all meetings and the participants in the meetings should be asked to agree the record.
- The governors decide whether or not the complaint is justified and to what extent. They decide what, if any, remedial action is necessary.
- They communicate the outcome of their investigation to the complainant, the Headteacher and any other person involved.
- Action taken and/or recommendations for further action are reported to the full Governing Body. **No discussion is to take place if the matter is to be referred to a disciplinary hearing.** If a disciplinary committee is needed, the governors to serve on this must be different from the governors hearing the complaint.

Approved by the Governors' Pastoral Committee at its meeting held on 20th June 2006.

Signed: _____ Chair of Governors