



## WOMBWELL HIGH SCHOOL

### COMPLAINTS PROCEDURE

Our school values its relationship with pupils and parents/carers\* and encourages those with concerns regarding their child's education or the service we provide to contact the school with the aim of resolving the issue or concern.

All complaints that the school receives will be taken seriously. In many cases it will be possible for an immediate response to be given. However, if the complaint is of a particularly serious nature and cannot be dealt with immediately, it will be investigated and a response given in the timescales outlined below. Please be assured that every effort will be made by the school to reach an appropriate resolution. The Governors, not the LEA, carry the ultimate responsibility for resolving complaints within the school management system.

#### Informal Procedure

If you feel you need further clarification about concerns that you have regarding what the school is doing for your child then it is important to contact his/her Pupil Progress Manager to make an appointment. You should receive a time for this within 5 working days.

During the meeting, your child's PPM will listen to your concerns and then give one of two responses: -

- an immediate response to your concerns,

Or

- an invitation to a further meeting or a written/verbal response within 7 working days. This will give time for the PPM to look into the matter you raise more fully.

However, where a parent wishes to make a formal complaint it will be treated seriously and managed in a formal procedure.

1 The parent should submit their complaint in writing or by using the School Complaint Form. Where a complaint is received by telephone or in person then a record will be taken.

The letter / form should contain as much detail as possible.

2 The complaint will be acknowledged in writing within 5 school days stating which member of staff will be managing the complaint.

3 Within a further 20 school days an investigation of the complaint will be undertaken.

4 Within 5 school days of completing the investigation the parent will receive a copy of the report and the Headteacher's decision, or notification that the Headteacher will investigate further.

5 The parent will be invited to attend a meeting to discuss the report, if they wish, at a time convenient to them. There is no time limit to this.

6 Irrespective of whether the parent attends a meeting they have the right of appeal to the Governing Body Complaints Committee if they are dissatisfied with the outcome of the complaint.

The grounds for appeal are attached to this procedure.

7 A Complaints Committee meeting will be held within 15 school days of the parent informing the school they wish to appeal.

A copy of the Complaints Committee Procedure is attached.

8 The decision of the Complaints Committee will be sent to the parent, in writing, within 1 working day of the meeting.

The decision of the Complaints Committee is final.

The parent can submit a complaint to the Local Authority only on the grounds that the school did not follow the published procedure. The Local Authority will not investigate the parent's original complaint against the School.

Where the complaint refers to the Headteacher the Chairperson of the Governing Body will investigate the complaint.

\* In this document any reference to a parent/carer also includes any other person making a complaint.



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### GROUNDS FOR APPEAL

In order to make an appeal the parent\* must have grounds to do so, just disagreeing with the outcome is not sufficient.

The grounds for appeal are:

- i not all the complaint was investigated properly or not all the issues were taken into account thus producing a flawed decision; or
- ii the person dealing with the complaint did not follow the school's published procedure; or
- iii the decision on the complaint does not reflect existing school policies or procedures.

The purpose of the appeal is not to re-investigate the complaint, it is to ensure that the complaints procedure was implemented correctly and every issue within the complaint thoroughly investigated.

It is important to note that some decisions that are made in school are the responsibility of the Headteacher. This means that even if the Complaints Committee does not agree with the Headteacher's decision, they cannot change it.

\* In this document any reference to a parent also includes any other person making a complaint.



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**PROCEDURE FOR THE**

**COMPLAINTS COMMITTEE OF THE GOVERNING BODY**

- 1 The Headteacher (or Chairperson\*) will be invited into the meeting
- 2 Those present will introduce themselves.
- 3 The Clerk will explain the procedure for hearing the parent's\*\* complaint.
- 4 The parent will present their complaint or grounds for the appeal.
- 5 The Governors may if they wish ask the parent questions.
- 6 The Headteacher / Chairperson may ask questions of the parent.
- 7 The Headteacher / Chairperson will be invited to explain how the complaint was managed and what decisions were taken on the complaint.
- 8 The Governors, may if they wish, ask the Headteacher / Chairperson questions.
- 9 The parent may ask the Headteacher / Chairperson questions.
- 10 Following summaries by the parent and Headteacher / Chairperson they will leave the meeting.
- 11 The Committee will then come to a decision on the complaint.
- 12 Following the meeting the Clerk will write to the parent and the Headteacher / Chairperson informing them of the Committee's decision.

Witnesses will not normally be required to attend the meeting. However, if witnesses do attend they will be invited into the meeting when the appropriate party is making their case. Then they shall leave the meeting.

Witnesses may be questioned on any statement made or evidence given.

\* Where the Chairperson has investigated the complaint instead of the Headteacher

\*\* In this document any reference to a parent also includes any other person making a complaint.