



COMPLAINTS POLICY & PROCEDURE

REVIEW DUE: APRIL 2019

LAST REVIEW	April 2017
APPLICABLE TO:	The Partnership Trust
REVIEWED BY:	
APPROVED BY:	Trust Board

PLEASE NOTE THAT, SINCE CREATION OF THIS POLICY THE PARTNERSHIP TRUST HAS CHANGED ITS NAME TO THE BATH AND MENDIP PARTNERSHIP TRUST. ALL REFERENCES IN THIS POLICY TO THE PARTNERSHIP TRUST ARE TO BE READ AS THE BATH AND MENDIP PARTNERSHIP TRUST

Procedures for Dealing with Concerns and Complaints

At the school we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential, both academically and socially. We recognise, however, that sometimes things can go wrong and parents, carers and members of the public may need to make a complaint or raise concerns they have with the school. This policy tells you what to do if this happens.

Introduction

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. We are committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish to be asked to follow the school's complaints procedure. For the school to be able to investigate a complaint, it needs to be made within 3 months of the incident occurring. If a complaint is older than 3 months it will not be investigated.

The prime aim of the school's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school. Any complaints concerning the conduct of school staff will be handled in accordance with the school's internal disciplinary procedures such an investigation will remain confidential. The following details outline the procedure followed by the school to resolve concerns and complaints.

The School Policy has four main stages

Informal Stage – Raising a concern

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact with the pupil's classroom teacher/Form Tutor. Alternatively, the concern can be raised with the Head Teacher.

It is important for parents / carers / community members to recognise that the school is a busy organisation and that whilst we will do our best, it may not be possible to offer an appointment immediately.

On some occasions, the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way.

Stage 1 – Complaint heard by Head Teacher

If your concern or complaint is not resolved informally you may wish to choose to put the complaint in writing. This will need to be within 10 working days and passed to the Head Teacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Head Teacher, your complaint should be passed to the Chair of the governing body.

It is very important that you include a clear statement of the actions you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed and you are therefore advised to use the school Complaint Form for this purpose (please see forms at the end of this document). The complaint will be logged including the date it was received.

The Head Teacher (or Chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution.

If your complaint is not resolved through an informal meeting then arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you will learn in writing, usually within five working days of the school receiving your formal complaint, of how the school intends to proceed. This notification will include an indication of the anticipated timescale.

An investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

Stage 2 – Complaint heard by Chair of Governors

If you are not satisfied with the manner in which the process has been followed by the Head Teacher, you may request that the Chair of Governors reviews the process followed by the school. Any such request must be made in writing to the Chair within 10 school days of receiving notification of the outcome and include a statement specifying any perceived failures to follow the procedure.

The Chair of Governors will arrange for a further investigation. Following the investigation, the Chair of Governors will normally give a written response within ten

school working days. If you are dissatisfied with the result at Stage 2, you will need to let the school know within ten working days of receiving the response. A Review Request form is available for your convenience.

Stage 3 – Complaint heard by The Partnership Trust’s Complaints Appeal Panel

If the matter has still not been resolved at Stage 2, then you will need to write to the Chair of The Partnership Trust Board giving details of the complaint. The panel will be composed of at least 3 people not directly involved in matters details in the complaint, one of whom will be independent of the management and running of the school. A complaints appeal panel will be convened by the Clerk to The Partnership Trust Board of Trustees.

A hearing will normally take place within 20 working days of the receipt of the written request for Stage 3 investigation. Parents or community member will be invited to attend the hearing and we will ensure that they received at least 3 working days notice of the date of the hearing. The aim of the Appeal Panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel’s decision in writing within three working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further although it should be noted that the decision of The Partnership Trust Complaints Panel is final. Where the complainant remains unsatisfied, they may direct their complaint to the EFA.

NOTE.

Allegations of abuse against a member of the school staff must be reported to the Head Teacher immediately. Allegations of abuse against the Head Teacher must be reported to the Chair of Governors immediately.

In cases where the matter concerns the conduct of the Head Teacher, the Head Teacher and Chair of Governors will be informed of the complaint. The Chair of Governors will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body the member will be informed of the complaint.

Review

The Governing Body will review this policy every two years and assess its implementation and effectiveness. The policy will be promoted and implemented throughout the school.

This Policy has been written with regard to guidance from the following:

- DFE: Best Practice Advice for School Complaints Procedures 2016
- Education Funding Agency: Procedure for Dealing with Complaints about academies 2016
- National Association of Head Teachers: Advice and Guidance School Complaints Procedures 2016
- The Key for School Leaders / Governors

School Complaint Meeting Request Form

I wish to meet *[name of teacher]*.....from
[name of school]to discuss the following matter:

Brief details of topic to be discussed:

Dates/times when it would be most convenient for a meeting:

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed):

Your Address:

.....

.....

Telephone numbers

Daytime:

Evening:

E-mail address:

Signed:

Date:

[Please complete this form and return it to the school office]

School use:

Date Form received:

Date response sent:

Received by:

Response sent by:

School Complaint Review Request Form

Please complete this form and return it to Head Teacher (or Clerk to the governing body), who will acknowledge its receipt and inform you of the next stage in the procedure.

Name of school:

Your name:

Your Address:

.....

.....

Telephone numbers:

Daytime:

Evening:

E-mail address:

Dear Sir

I submitted a formal complaint to the school on and am dissatisfied by the procedure that has been followed.

My complaint was submitted to and I received a response from on

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

School use:

Date Form received:

.....

Received by:

.....

Date acknowledgement sent:

.....

Acknowledgement sent by:

.....

Request referred to:			
Date:			

School Formal Complaint Form

Please complete this form and return it to the school office or to the Head Teacher who will acknowledge its receipt and inform you of the next stage in the procedure.

Name of school:

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

.....

Pupil's name (if relevant to your complaint):

.....

Your Address:

.....

.....

Telephone numbers

Daytime: **Evening:**

E-mail address:

Please give concise details of your complaint, (including dates, names of witnesses etc...), to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, 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?)

Signature:

Date:

School use:

School use:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			