

Kirkby Thore School General Complaints Policy

At Kirkby Thore School we are concerned with meeting the needs of the pupils, parents and others who have a stake in the school. This includes the staff, members of the local community and the LEA. The governing body believes that constant feedback is an important ingredient in self-improvement and raising standards. People, whether they be pupils or adults, who have concerns or complaints should feel that they can be voiced and will be considered seriously. All complainants have the right to be accompanied when making the complaints, and the pupils may be accompanied by a parent or another adult.

There is a difference between a concern and a complaint. A concern is likely to require discussion between teacher, pupil and parent. If the concern is not resolved by that means then it could become a complaint.

The **headteacher** will ensure that

- This complaints policy and the procedures are made known to all stakeholders
- All complaints are dealt with in the first instance by the headteacher or a member of the leadership team who will document the complaint (names, dates, times, events), acknowledge in writing within three days of receipt, and consult with all those directly concerned
- The complainant receives a written explanation of the action taken within ten working days following the complaint

All **staff** are expected to encourage pupils and parents who have concerns to follow the complaints procedure.

The **governing body** will ensure the following:

- If a complaint is not satisfied with the action taken by the headteacher, then the chair of governors will hear the complaint. On receipt of the complaint the chair of governors will inform the headteacher, investigate the complaints, and write to the complainant within ten working days, explaining the action taken.
- Where the complaint is against the headteacher, the complainant may wish to contact the chair of governors first.
- If the complainant is not satisfied with the decision of the chair of governors then a formal complaint may be made to the governing body through the clerk to the governors. Within 15 working days of receiving the written complaint a Complaints Committee will meet to consider it. The complainant will be given seven working

days' notice of the meeting, and may take a friend or other person to provide support at the meeting. Within seven days of that meeting the complainant will be informed of the decision, the reasons for it, and any action to be taken by the school. The decision of the complaints committee is final.

- Where a complainant considers that the school is not complying with the legal requirements of council policy in respect of a pupil's education then the LEA can provide the complainant, the governors or the head with further advice.
- Where a complaint is about the governing body (about unreasonable action or failure to carry out its duties) this can be referred to the LEA. If that fails to produce a satisfactory response it can then be referred to the Secretary of State. If the complaint is upheld and the governing body fails to follow the directions of the Secretary of State, the judgement may be legally enforced.

Arrangements for monitoring and evaluation

All complaints and the action taken will be documented and a summary included in the headteacher's termly report to the governors, with advice on any implications for policies.

This policy should be read in conjunction with all other school policies.

September 2003

Review date January 2006

Review date Jan 08 reviewed Sept 2008.