

# Pewsey Vale School



**Headteacher:** Mr N Pritchard

## **Complaints Procedure (P2 – Mandatory)**

**Responsibility:** Mr N Pritchard – Head Teacher

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| • Reviewed by NP                           | September 2017    |
| • Adopted and implemented by P&S Committee | 29 September 2017 |
| • Verified by FGB                          | 5 December 2017   |

**P&S Approving signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Head Teacher signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Chair of Governors signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

### **Historical Reviews/Update:**

- Policy reviewed September 2017/16/15/14

## **Rationale:**

We welcome all feedback from our stakeholders, whether positive or negative and use this as one of the ways in which we continue to improve the quality of education we provide. We are committed to listening to the views of our staff, students, parents and members of the local community. This procedure sets out what you can expect to happen when you make a complaint to the school. A complaint is an expression of dissatisfaction by you or your representative expressed either verbally or in writing.

## **Objectives:**

We aim to ensure your concern is taken seriously and that you receive a satisfactory answer by:

- Receiving your complaint promptly, efficiently and thoroughly
- Investigating your complaint and informing you of the outcome of that investigation where appropriate
- Where possible, resolving your complaint quickly.
- Dealing with your complaint fairly, consistently and in line with all school policies and procedures.

## **Policy in Practice:**

### **Procedures for Dealing with Complaints**

1. **Receiving the complaint** – *The person receiving the complaint will:*
  - Listen sympathetically to the complainant
  - Offer an immediate acknowledgement verbally or within three days in writing
  - Indicate what action will be taken, by whom and when
  - Decide, in consultation with others if necessary, to whom the complaint should be referred
  - Ensure that all relevant information is passed on to the person investigating immediately
  - This person will be the 'owner' of the complaint and will ensure all following steps take place.
2. **Dealing with the complaint** - *The person investigating the complaint will:*
  - Ensure that a thorough and fair investigation is carried out
  - Consult appropriately
  - Maintain confidentiality where possible
  - Involve other agencies eg the Police, Social Services etc as appropriate and after careful consultation
  - Keep the complainant informed of the progress of the investigation.

If the complaint concerns a member of staff that person has the right to be informed immediately, be given the opportunity to put their side of the case, be kept informed of progress in the investigation and of the outcome. In any discussions, the member of staff will have the right to be accompanied by a friend or representative of his/her own choosing.

3. **Deciding what action to take -**

If the person investigating the complaint finds that there is a case to answer the following methods of redress may be offered:

- An apology
- An explanation
- Action to put things right.

The complainant will be informed of the outcome of the investigation as soon as is reasonably possible. She/he will also be informed to whom reference can be made if the outcome is not thought to be satisfactory.

If the person investigating is not a member of the Senior Management Team she/he will ensure the Senior Management Team is kept fully informed.

4. **Keeping Records** – *The person investigating will ensure that:*
  - Careful records are kept
  - The complaint log is completed
  - Confidentiality is maintained.
  
5. **Reviewing and monitoring** – *The Senior Leadership Team will:*
  - Review the complaints log termly
  - Survey complainants to determine the levels of satisfaction achieved
  - Report termly to the governors' appropriate sub-committee

Pewsey Vale School



Complaints Log

This is to be initiated by the person receiving the complaint and passed to others for completion as appropriate.

Name of Complainant	Address/ Telephone Number	Received by	Date Received	Dealt With by
<b>Nature of complaint (brief details):</b>				
<b>Action Taken:</b>				
<b>Ideal Outcome:</b>				
<b>Date matter closed:</b>				

Please ensure you bring all complaints to the attention of your Subject Leader/Pastoral Leader. When the procedure is concluded this form and all supporting evidence/documentation must be passed to the Headteacher's PA for filing.

## If You Have A Concern Or Complaint About Our School

Key information for parents is summarised below.

**When to contact us:** Whenever you are concerned about something at our school or wish to complain.

**Why?** We want a supportive partnership in which problems are ironed out. This is far better for students than divisions between home and school.

**How?** Student planner if you wish. Telephone call if the issue is urgent. Write a letter if you wish.

**Who?** Depends on the nature of the issue, the main options are:

**Topic:**

Subject matter, homework or setting	Welfare issues, problems between students	School organisation, policies, staff conduct, serious issues
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**Contact:**

Subject teacher or Subject Leader	Tutor	Headteacher
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**First Response:**

Rapid acknowledgement (normally 3 days maximum) with indication of time wanted for investigation (if needed) and reply
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**Answer:**

If satisfactory, concern ends
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Not satisfied? Refer to Headteacher
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Still not satisfied? Please contact the Chairman of Governors
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There is no formal procedure for praise. If you feel that something has been done especially well, please feel free to let us know. It is helpful to know which aspects of our school are particularly valued by parents.