



# TWO RIVERS SCHOOL

## COMPLAINTS PROCEDURES

### **Introduction**

The main purpose of these procedures is to solve problems and give parents a means to raise issues of concern and have them addressed. This does not in any way undermine efforts to resolve a complaint informally.

Complaints will be treated respectfully during and after the course of any complaints investigation.

### **Staff:**

- Staff should be aware of the importance of attempting to resolve problems before they become formal complaints.
- The importance of treating complaints respectfully.

It is preferable that complaints are resolved at an informal stage.

### **Expressing Approval**

Parents are encouraged to give positive feedback where it is appropriate. To express their approval parents can write, telephone, e-mail or speak personally to concerned or the Headteacher.

### **Formal Complaints**

Action through a complaints procedure may lead to legal action being initiated under other procedures. These may be Disciplinary or Child Protection procedures and consideration should be given to this possibility at the earliest stage. In these cases, the publicised complaints procedure will be suspended until action under the other procedures (including appeals) has been concluded. The complainant should be advised if this is the case and also informed of the likely delay in the final resolution of their complaint.

### **Stage One**

#### ***The Headteacher***

This can be done by telephoning, writing a letter or arranging an appointment to meet him/her. You will receive a written response.

### **Stage Two**

#### **The Governing Body**

If you are dissatisfied with the Headteacher's response you can make a formal complaint to the Governing Body.

These should be sent to the Chair of Governors – either

- A letter
- Complete a form provided by school
- Verbally – a letter setting out your complaint will be sent as acknowledgement

Any actions, which you feel may resolve the problem, at any stage, should be included.

***The Chair of Governors will:***

- Consider your complaint and decide whether to refer to the Complaints Sub-committee of the Governing Body.
- Consider if advice is needed from the LA.
- If so, will arrange a mutually convenient meeting time to give you opportunity to make representation.
- Write to you following investigation and if referred to committee will set out what will happen next, timescales involved and a contact name.

**Outcomes**

In all cases, where a complaint has been investigated by the Governors the complainant will be given a written response covering:

- The complaint.
- The scope of the investigation.
- The conclusion of the investigation.
- Any action which has resulted.

The complainant will be offered the opportunity to discuss the response.

If the investigation upholds the complaint redress should be appropriate to the complaint and may include:

- An appropriate expression of regret.
- Providing the solution desired by the complainant.
- Changing procedures to avoid future problems.

School is responsible for:

- Deciding who can take remedial action.
- Ensuring that the remedy is carried out.
- Ensuring the remedy is within the school's powers.
- Ensuring the approach to remedies is reasonable and consistent.

Where a complaint is not upheld the complainant must be given a response and informed of any further action that might be appropriate to the situation.

**Stages 3 & 4 – The role of Staffordshire County Council's Education Service and the Department for Education (DfE)**

Parents do not have a general right of appeal should they disagree with the Governors' decision. They may however raise the matter with the County Council's Education Service or Secretary of State if they consider the complaint wasn't investigated properly and fairly. If

the Governors have followed proper procedure and considered the complaint reasonably, neither the Education Service nor the Secretary of State can reverse their decision.

Letters to the Local Education Authority should be addressed to:

**Directorate for Children, Young People and Families**  
**Education Offices**  
**Tipping Street**  
**Stafford ST16 2DH**

Letters to the Secretary of State should be addressed to:

**The Secretary of State**  
**Department for Education**  
**Sanctuary Buildings**  
**Great Smith Street**  
**London SW1P 3BT**

Policy Written:	October 2012
Accepted by Governors:	October 2012
Reviewed:	Summer 2019 -no changes
Next Review:	Summer 2021