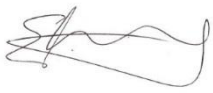
Complaints Policy

Date Approved	12 February 2025
Frequency	Every 2 years
Date for Renewal	11 February 2027
Approved by	Governors
Owner/Written by	Simon Winchester
Type	Statutory
Audience	All

This policy has been adopted by Crowdys Hill School Governing Body.

Signed:  Headteacher

Signed: Nicki Read Chair of Governors

Date: 12 February 2025

Aim:

- To be fair, open and honest when dealing with any complaint
- To resolve a complaint through dialogue and mutual understanding
- To put the interests of the students above all else

Objectives:

- The first "port of call" regarding a concern about a student shall be the form teacher
- The parent/carer should follow the procedure outlined if satisfaction is not gained by the above course of action
- A committee of governors and the Headteacher considering a written complaint will not include any governor already involved in the process

1 The complaints process

1.1 Where you feel that a situation has not been resolved through contact with the form teacher, or that your concern is of a sufficiently serious nature, you should make an appointment to discuss it with the Headteacher. The complaint will be taken very seriously and investigated thoroughly. Most complaints are normally resolved at this stage. However, if the matter is not resolved to your satisfaction stage 1.3 should be followed.

Also SENDIASS - Special Educational Needs and Disability Information Advice and Support Service (Formerly Parent Partnership), could be involved at this stage. (See Appendix A)

1.2 Should you have a complaint about the Headteacher, you should contact the Chair of Governors, who will investigate it. The Chair will do all he/she can resolve the issue through dialogue with the school, but if you are unhappy with the outcome, you can make a formal complaint, as detailed below.

1.3 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Governing Body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it to date. You should send this written complaint to the Chair of Governors. (See Appendix A)

1.4 The committee of three governors and the Headteacher will consider all written complaints within two weeks of receipt. A meeting with the complainant will be arranged to discuss the problem within a further two weeks. The complainant will be given at least seven days' notice of the meeting.

1.5 After hearing all the evidence, the governors will decide on a course of action and inform you in writing.

1.6 If you consider that the Governing Body has not acted properly in carrying out its investigation into your complaint you have the right to complain to the Local Authority (LA) as it has a responsibility to ensure that Governing Bodies act properly. The LA does not have the power to instruct the Governing Body to reverse its decision but will want to satisfy itself that the Governing Body has conducted the investigation fairly.

In the unlikely event that you will need to complain to the LA about the Governing Body's handling of the complaint please write to the Group Director. (See appendix A).

Please note that the LA can only act when each step of the school's complaints procedure has been followed.

If you think that your school's Governing Body or your LA is acting "unreasonably" you can write to the Secretary of State for Education. Complaints to the Secretary of State are handled by the government's Department for Education (DfE). (www.education.gov.uk)

2 Monitoring and review

2.1 The governors monitor the complaints procedure in order to ensure that all complaints are handled properly. The Headteacher logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis.

2.2 Governors take into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy. This policy is made available to all parents/carers so that they can be properly informed about the complaints process.

2.3 This policy will be reviewed and updated, if required, every two years.

APPENDIX A

Contact details:

SIAS/advocacy services (Swindon SEND information, advice and support service).

https://www.swindon.gov.uk/info/20050/educational_support/766/sias_-_swindon_send_information_advice_and_support_service

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Group Director: Children's Services
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