



Ravensbury Community School

COMPLAINTS POLICY

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COMPLAINTS POLICY

This policy should be used in conjunction with the DCSF Guidance (School Complaints Procedure – 14th August 2014).

Introduction:

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints.

Ravensbury Community School is 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 or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

The prime aim of Ravensbury Community 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.

The following details outline the stages that can be used to resolve complaints.

The Ravensbury Community School Complaints Policy has four main stages.

In summary they are as follows: -

- Stage 1 – A concern is raised informally with a staff member.
- Stage 2 – Complaint is heard by head teacher.
- Stage 3 – Complaint is heard by the Chair of Governors
- Stage 4 – Complaint is heard by Governing Body's Complaints Appeal Panel.

Stage 1 – 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/carers make their first contact the Class Teacher. 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 majority of concerns will be satisfactorily dealt with in

this way. However, if you are not satisfied with the result at stage 1, please write to or call the school within 10 school working days and state what you would like the school to do. The school will then look at your complaint at the next stage.

Stage 2 – Complaint heard by Headteacher

If the matter has not been resolved at Stage 1, the Headteacher will arrange further investigation. Following the investigation, the Headteacher will normally give a written response within 10 school working days. If you are dissatisfied with the result at stage 2, you should let the school know within 10 school working days of getting the response.

Stage 3 – Complaint heard by the Chair of Governors

If the matter has still not been resolved at Stage 2, then you should write to the Chair of Governors giving details of the complaint.

Stage 4 - Complaint heard by Governing Bodies Complaints Appeal Panel

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 school 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.

N.B. 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 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.

The Governors appeal hearing is the last school-based stage of the complaints process.

For general advice and guidance about the school's complaints procedure please contact Management Support Service on 0161 245 7799.

Complaint Form

Please complete and return to Nicola Richardson (complaints co-ordinator) who will acknowledge receipt and explain what action will be taken.

Your name:

Pupils Name (if relevant)

Your relationship to the pupil (if relevant)

Address:

Telephone Number :

Please given details of your complaint

What action, if any, have you already taken to try and resolve your complaint. (who did you speak to and what was the response)?

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

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date Acknowledgement sent:

By Who:

Complaint referred to:

Date: