



Author - SJH

Agreed by Staff – May 2018  
Agreed by Governors – May 2018  
Reviewed – Jan 2023  
Next Review – Jan 2024

## **Whole School Complaints Policy**

### **Context**

Haute Vallée School is committed to providing the highest level of service to students, their parents/carers and members of the wider community. We take any complaints very seriously.

Anyone who makes a complaint against any member of the school or who feels that the school is failing to give good service, will be treated with courtesy and respect. We will endeavour to investigate and respond to complaints in a professional and thorough manner.

### **Procedure**

The procedure to be followed in the event of a complaint being made is summarised in the following stages:

#### Stage 1: Informal Action

- Parents/staff discuss concerns with the relevant member of staff.
- If the matter cannot be resolved easily, a clear note is made, including complainant's name, phone number and date. The teacher/member of staff with the complaint may also consult the Head teacher at this stage.
- The teacher or Head teacher ensures that the parent/staff is clear what action or monitoring of the situation has been agreed.
- If no satisfactory solution has been found, parents/member of staff is asked if they wish their concern to be considered further.

#### Stage 2: Referral to the Head teacher

- The Head teacher acknowledges the complaint, orally or in writing, within 3 working days.
- Headteacher requests complaint in writing.
- A meeting is arranged with the complainant to clarify and supplement any information given.
- The Head teacher, or nominated senior teacher, investigates further, interviewing witnesses as appropriate.
- The Head teacher, or nominated senior teacher, keeps written records of meetings, telephone conversations and other documentation.

- Once all relevant facts have been established, Head teacher, or nominated senior teacher, responds.
- If the complainant is not satisfied, they are advised to write to the Governing Body
- The Head teacher will provide an annual report to the Governing Body on the number, nature and outcomes of any complaints

If the complaint is against the Head teacher, the Stage 2 procedures are carried out by the Director of Education.

Stage 3: Review by the Governing Body

- The Chair of Governors is made aware of the complaint.
- The Chair of Governors acknowledges receipt of the written complaint, informing the complainant that the complaint is to be heard by a Committee of three members of the school's Governing Body within 20 working days.
- The Chair arranges to convene a Complaints Panel elected from members of the Governing Body. The members should have no prior involvement with the complaint and they should elect a Chair for the committee. All relevant documentation regarding the complaint should be given to the members of the committee as soon as possible.
- The Chair of the Committee will write and inform all concerned of the date, time and place of the meeting at least 5 working days in advance. The notification to the complainant should also inform him/her of the right to be accompanied to the meeting by a friend and the right to submit further written evidence.
- It is the responsibility of the Chair of the Committee to ensure that the meeting is properly minuted.
- After the meeting, the Committee will consider the evidence and a written decision will be sent to the Head teacher and the complainant within 15 working days.

Stage 4: Beyond the Governing Body

Complaints can be taken to the Department for Education on the grounds that a Governing Body is acting or proposing to act unreasonably or has failed to discharge its duties.

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