



Complaints Procedure Policy Goodwyn School

1. Introduction

This document sets out the school's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If a parent has any concerns about the school or the education provided, the matter should be discussed with their child's class teacher, the Head of Academics or Principal at the earliest opportunity. The school considers any concerns very seriously and most problems can be resolved at this stage.

2. Aims and Objectives

The school will give careful consideration to all complaints and deal with them fairly and honestly. There will be sufficient opportunity for any complaint to be fully discussed. The aim is to resolve it through open dialogue and mutual understanding.

3. Framework of Principles

The school's Complaints and Procedure Policy will:

- be easily accessible and publicized
- be simple to use and understand
- be impartial
- be non-adversarial
- allow swift handling with established time-limits for action and keeping people informed of the progress
- ensure a full and fair investigation by an independent person where necessary
- respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation). This confidentiality does not apply to the Secretary of State or inspectors under section 162A of the 2002 Act.
- address all points of issue, providing an effective response and appropriate redress, where necessary
- provide information to the school's senior management team so that services can be improved.

4. Formal Complaints Procedure

Stage 1

If a parent feels that a concern has not been addressed through informal discussion with the school and you wish to have the matter formally investigated by an appropriate person from the school, please set out the details on the attached form (Appendix 1).

If the matter is about these aspects it will be investigated by the Principal:

- the day-to-day running of the school
- the interpretation of school policies
- the actions or inactions of staff at the school

If the matter is about the Principal the parent should first make an informal approach to one of the members of the Senior Management Team, who will investigate it. The Senior Management Team member will do all s/he can to resolve the issue through dialogue

but if the parent is still dissatisfied with the outcome a formal complaint will need to be made.

The people carrying out the investigation will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. They will write to the parent reporting the findings and recommendations of this investigation within *15 working days* of receiving the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, but you are not entitled to know which procedure or the final outcome.

Stage 2

If a parent is not satisfied with the result from Stage 1, they may choose to refer their complaint to Stage 2 of the procedure. This must be done in writing to the school within *15 working days* of the completion of Stage 1.

At this Stage, the complaint will be considered as well as who carried out the investigation in Stage 1 and the complainant will be informed in writing of the results of this review. The general principle is that the school should be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the school's procedure. If the parent has any concerns, they may ask the Principal to re-open the investigation. The complainant will be kept informed of any delay.

If the complainant is not satisfied with the result they can request that Stage 3 of the procedure is enacted. This must be done in writing to the school within *15 working days* of the completion of Stage 2.

Stage 3

Stage 3 will be carried out by a panel of nominees, who will meet to consider the complaint and make a final decision about it on behalf of the school.

In Stage 3, the panel will consist of at least 3 persons who have no detailed prior knowledge of the complaint, or connection with the complainant with at least one person independent of the school. The meeting will take place within *28 working days* of the parent's request.

Parents will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend, accompanied by a friend/partner if they wish, to put their case. The Principal will be given the same opportunities. The panel will write sending the findings and recommendations to the complainant and, where relevant, the person complained about and making them available to the proprietor and head within *5 working days* of the meeting. The decision of the panel is final.

If the parent is still not satisfied, they may wish to put their complaint to the Secretary of State for Education and Skills.

5. Confidentiality

Copies of all correspondence relating to individual complaints (including emails and records of phone conversations, statements and records) will be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them. The School will provide Ofsted or ISI, on request, with a written record of all complaints made during any specified period, and the

action which was taken as a result of each complaint. The record of any such complaints will be kept for at least three years. Parents may also complain directly to Ofsted if they wish. Ofsted may be contacted on 0300 123 4666.

6. Monitoring and Review

The Senior Management Team monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Principal logs all formal complaints received by the school and records how they were resolved to ensure appropriate action has been taken and subsequent events do not reoccur. The Senior Management Team examine this log on an annual basis and consider the need for any changes to the procedure.

7. Availability

A copy of this procedure has been made available to all parents on our website, or on request a hard copy can be obtained from the school.

8. Number of Formal Complaints 2016-17

There were 0 formal complaints.

Reviewed:	May 2017
Reviewed by:	SMT
Next Review:	May 2018

Appendix One -

Please complete and return to Principal who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give 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 whom:

Complaint referred to:

Date: