



# RESOLVING COMPLAINTS POLICY

## Version 1.0

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This is a policy which governing bodies and proprietors are required to have by law:  
Category C - Other statutory documents – Complaints procedure statement.

**Review Frequency:** Governing body or proprietor free to determine.  
(Three year)

**Approval:** Governing body free to delegate to a committee of the governing body, an individual governor or the headteacher.

**Document Location:**

- Paper copy available in the staff room policy file.
- O:\UPDATED POLICIES\STATUTORY\SPS RESOLVING COMPLAINTS POLICY - V1.0.DOC.

**Document History:**

Version	Description	Date	By
-	Original which was adopted 20 October 2010.	-	-
0.1	Formatting changes.	22 January 2014	Karla de Visser
1.0	Formally approved and adopted by the governing body on 25 March 2014.	30 April 2014	Karla de Visser

## Introduction

From time to time parents may have concerns about an aspect of their child's education. Often these concerns will resolve themselves but, on occasions, parents feel that the issue requires the help of the school to be resolved.

As partners in your children's education, we wish to work with you in the resolution of problems and this policy is designed to show what steps may be taken. The resolution of a concern can involve any of the steps detailed below:

## Informal Concern

On most occasions these can be resolved immediately by speaking to your child's class teacher. It may be necessary for you to make an appointment, so that a mutually convenient time can be arranged.

It would be helpful if the teacher could be informed of the nature of the concern prior to the appointment so that he/she can investigate the matter on your behalf.

The purpose of the meeting should be to establish a solution or to agree a plan of action to resolve the concern.

If the meeting fails to do either, you should make an appointment to see the Headteacher.

The Headteacher will make further investigations on your behalf and meet with you to suggest a workable solution.

If, after a period of time, you feel the matter is not satisfactorily resolved, you may request a further meeting with the Headteacher or consider making the matter a subject of a formal complaint.

## Formal Complaint

A formal complaint should be addressed to the Chair of Governors at the school's address.

The Chair of Governors will write to you to confirm receipt of your letter. He/she will investigate the matter and write you a full reply within seven working days. In some circumstances, the Chair may ask another Governor to carry out the investigation on his/her behalf.

In the unlikely event of this matter still not being resolved, you have the right to request a formal hearing to be held by an appropriate committee of the Governing Body.

## **Formal Hearing**

If Governors receive a request for a formal hearing, the Chair of Governors will acknowledge receipt within seven working days. He/she will include in the letter the date and time of the hearing, the names of the Governors who will be at the hearing and details of the form that the hearing will take.

## **Complaints against the Headteacher**

If the complaint is regarding the Headteacher, this should be expressed in writing to the Chair of Governors who will acknowledge receipt. The Chair will investigate the matter and write a full reply within seven working days.

In the unlikely event of this matter not being resolved, a formal hearing as detailed above can be requested.

## **Exceptions**

Complaints regarding the following are not covered in this document and advice should be sought from the relevant policies and/or departments:

- Admissions
- Complaints against governors
- National Curriculum
- Safeguarding children
- School exclusions
- Special educational needs.