



## Complaints Policy and Procedure

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**September 2015**

## Tytherington School Complaints Policy and Procedure

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## **Principles of the policy**

At Tytherington School, we aim to offer an educational experience of the highest quality. However, we recognise that there may be occasions when there might be concerns or a cause to complain. This document details how and to whom complaints should be made. The policy is supported by a diagram which states the most appropriate staffing procedure (Appendix A).

## **Complaints Procedure**

Parents, pupils and members of the community have a right to have their views considered when they have a concern about the school.

### **Informal Stage**

Depending upon the nature of the complaint; following a full discussion, many concerns can be resolved between the complainant and the member of staff at first tier.

If, following this discussion, the complainant is not satisfied, they should submit their concern in writing (such as through a letter or email) to the Headteacher. This will be acknowledged within two working days.

The Headteacher, or a nominated member of staff, will meet with the complainant to discuss the concerns within ten working days of receipt of the complaint and in the interim, conduct a full investigation into the circumstances surrounding the complaint.

A written outcome detailing appropriate actions and conclusions will be confirmed to the complainant within ten working days of this meeting. Should the complainant be dissatisfied at the outcome, they should move forward to the formal stage of the Complaints procedure.

Should the complaint be against the Headteacher, this informal stage will be conducted by the Chair of the Governing Body. Should this progress to the formal stage, this will be conducted by the Vice Chair of the Governing Body.

Should the complaint be against the Chair of the Governing Body, this informal stage will be conducted by the Vice Chair of the Governing Body. Should this progress to the formal stage, this will be conducted by a nominated member of the Governing Body.

### **Formal Stage**

If, after following the Informal Stage of the Complaints procedure, the complainant remains unsatisfied, they should submit their concern in writing (such as through a letter or email) to the Chair of the Governing body. This will be acknowledged within two working days.

The Chair of the Governing body, or a nominated Governor, will meet with the complainant to discuss the concerns within ten working days of receipt of the complaint and in the interim, conduct a full investigation into the circumstances surrounding the complaint.

A written outcome detailing appropriate actions and conclusions will be confirmed to the complainant within ten working days of this meeting; taking into account advice from the School Governance Service or other Local Authority officers where appropriate.

Should the complainant be dissatisfied at the outcome, they should move forward to the Appeal stage of the Complaints procedure.

### **Appeal Stage**

If, after following the Formal Stage of the Complaints procedure, the complainant remains unsatisfied, they should submit their concern in writing (such as through a letter or email) to the Chair of the Governing body (or Vice chair/a nominated governor, should this be more appropriate) with the original complaint and an explanation as to why they feel it has not been resolved. This will be acknowledged within two working days.

The nominated governor will consider the complaint and choose to accept or decline it based upon whether it is believed that the complaint was fully investigated and the correct outcome reached at the Formal stage.

Should the nominated governor accept the complaint, a governors' panel will be convened, consisting of governors who have had no previous involvement in the case. The governors' panel will meet with the complainant to discuss the concerns within ten working days of receipt of the complaint and in the interim, conduct a full investigation into the circumstances surrounding the complaint.

A written outcome detailing appropriate actions and conclusions will be confirmed to the complainant within five working days of this meeting; taking into account advice from the School Governance Service or other Local Authority officers where appropriate.

The complainant will have no further right to appeal this decision.

### **Points to note**

The Staff Disciplinary procedure will supersede the Complaints procedure should any concerns involve allegations of staff misconduct.

All references to working days refer to days on which the school is open to pupils and for staff training days.

Should it be anticipated that the timescales stated within this document will be missed, the complainant will be informed the reasons for and a revised timescale in writing before the appropriate deadline.

All complaints made in written form (such as through a letter or email) will be considered and addressed to the appropriate member of staff.

Emails containing complaints/concerns should be sent, for the attention of the appropriate staff member/Headteacher/Chair of the Governing body, to: [info@tytheringtonschool.co.uk](mailto:info@tytheringtonschool.co.uk).

Letters containing complaints/concerns should be sent, for the attention of the staff member/Headteacher/Chair of the Governing body, to:

Tytherington School  
Manchester Road  
Macclesfield  
Cheshire  
SK10 2EE

