

The Federation of Angel Road Schools



HAPPY! HEALTHY! AIMING HIGH!

Complaints Policy

Reviewed and Updated by: Teaching and Learning Committee at the meeting dated 21.4.16	Approved by the Full Governing Body at the meeting dated (for policies that cannot be fully delegated to sub-committees)
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Next due for review: April 2018

A Procedure for handling concerns and complaints

School name: Angel Road Junior and Angel Road Infant schools

All Norfolk schools want their pupils to be healthy, happy and safe, and to achieve. They recognise that parents, guardians or carers play an important part in making this happen. Cooperation between parents, staff and governors leads to a shared sense of purpose and a good atmosphere within the school.

Each level of the procedure set out below offers the opportunity for concerns and complaints to be resolved as quickly as possible.

Level 1 – Informal

Parents, carers or guardians should, in the first instance, make an appointment to speak to the class teacher or a head of year about the concern. It is best to resolve issues at this point.

Guidance on Informal Level 1

- Concerns should initially be handled informally in a manner that offers the best way of resolving issues.
- A class teacher or head of year should offer an appointment to discuss the issue as quickly as possible, as this will give both parties time to talk about it calmly and politely without being interrupted. This can allow parties to remain calm. It will also show a commitment to resolving issues.
- It is important for parents to recognise that schools are busy organisations and that it may not be possible to offer an appointment straight away.
- The parties involved should be encouraged to offer their view of what would be a realistic solution to the problem.

Level 2 – Informal

Parents, carers or guardians dissatisfied with the result of the discussions with the class teacher or head of year should ask for an appointment to meet with the Head teacher, or in a larger school, a member of the leadership team, a deputy head teacher or assistant head teacher.

If a resolution to the issue is proving difficult to find, the Head teacher, a member of the leadership team, a deputy head teacher or assistant head teacher can speak to one member of the governing body about the issue who may be willing to offer informal intervention. However, there is no obligation on any governor to become involved at this level.

If everyone involved is unable to resolve the issue at this level then it may be necessary to ask for information or support from a Children's services Representative. The issue that is the focus of the complaint will determine the person contacted. The Head teacher, member of the leadership team, deputy head teacher or assistant head teacher should know who to ring or the Customer Service Centre will be able to offer information on 0884 800 8001 or e-mail information@norfolk.gov.uk

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Guidance on Informal Level 2

- It is always best to resolve issues informally at the earliest possible time but if the person is not satisfied with the result of the talk with the teacher or head of year then he/she can ask for an appointment to meet with the Head teacher, member of the school leadership team, deputy head teacher or assistant head teacher.
- It is in everyone's interests, particularly the child or children, for the concerns and complaints to be sorted out quickly and smoothly.
- The aim should be that discussions end on a positive note with no bad feeling.
- It is good practise for Head teacher or member of the leadership team to write a letter to parents summarising what has been agreed regarding the issue.
- The Head teacher or member of the school leadership team may feel that a particular governor's input would be helpful in bringing about a resolution but there is no obligation on any governor to become involved at this level.
- The advice from Children's services Representatives will be designed to help facilitate a resolution to the problem as quickly as possible.

It is hoped that most problems will be resolved by now.

Level 3 – formal complaint letter to Head teacher

An issue that has not been resolved through the informal Levels 1 and 2 can become an official complaint.

Parents, cares or guardians wishing to move to Level 3 must write a formal letter of complaint to the Head teacher. The letter will need to set out clearly the issues which have previously been discussed and why the parent, carer or guardian considers the issue to be unresolved.

Head teachers should consider the complaint and discuss a resolution with the complainant. The Head teacher should offer a resolution to the complaint in writing within 10 school days of receipt of the letter.

Guidance on Level 3 – formal

- An unresolved issue can now move to a formal complaint. This is a serious step to be taken. In consideration of future home/ school relationships everyone concerned will need to negotiate an agreement and concentrate on finding a resolution to the issue.

Concerns or complaints specifically about the Head teacher

The decision that the Head teacher has made as a result of the complaint does not become a complaint about the Head teacher. If the complainant feels the complaint has not been resolved he/ she should procedure to Level 4, a Governors' Complaints panel.

If the concern or complaint is specifically about the Head teacher and is unable to be resolved at the informal stage, then it will be necessary for the complainant to formally complain to the Chair of Governors. The school will provide the Chair of Governor's name and the complainant should write to him or her at the school address, marking the envelope 'Urgent, private and confidential'. The Chair should acknowledge the complainant's letter in writing within 5 school days of receipt and contact a Governor Support Service Officer for advice.

Level 4 – Formal complaint requesting a Governor’s Complaints Panel

Time scales

Receipt of complainant’s letter	Acknowledgement within 5 school days
Receipt of complainant’s letter	Governor’s panel meeting within 15 school days (unless this goes into school holidays)
Written documentation sent to Governors’ Panel members and complainant and Head teacher	5 school days before meeting
Governors’ panel members decision is communicated to all concerned	As soon as possible but within 10 school days of meeting

Complainants wishing to move to Level 4 of the formal complaints procedure will need to write a letter to the Chair of Governors to request that a Governors’ Complaints Panel meets to hear the complaints. This formal complaint letter must be received within 10 school days of the last meeting with the Head teacher concerning the issue. The letter will need to set out the complaint that has been discussed with the Head teacher and show why the matter is not resolved.

Before the meeting

The Chair of governors should appoint a clerk to the Governors’ Complaints Panel, acknowledge the complainant’s letter in writing within 5 school days of receipt and arrange for a panel of Governors to meet within 15 days of receipt. It must be recognised that if the letter is received 14 school days to the end of term it may not be possible to organise the governors’ panel meeting. In this case the matter should be dealt with within 10 school days of the school reopening.

The head teacher should be given a copy of the complainant’s letter and written documentation should be requested from the school. The clerk should send both the complainant’s letter and the school documentation to the Complaint’s Panel members, complainant and Head teacher at least 5 days before the date of the meeting.

The complainant and Head teacher will be invited to attend the Governor’s Complaints Panel meeting to give a verbal statement in support of their documentation. Each of them can bring someone to support them if they wish.

At the meeting

The complainant and the Head teacher should provide all the relevant information they wish and the Complaints Panel members should clarify any points. After the complainant and the Head teacher have provided the information, the chair will ask all parties to leave except the panel members and the clerk.

After the meeting

The panel members will write to all concerned within 10 school days to explain their decision and suggest a resolution to the problem, if appropriate. The decision of the Governor’s Complaints Panel is final.

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The decision of the panel will not be investigated. If, however, the complainant feels that the school and governors have not followed the school's complaints procedure correctly, he/ she can contact a Children's Services Officer for assistance. In this case he/ she should ring Customer Services on 0844 800 8001 who will arrange for an officer to get back to him/ her.

Chapter 3, paragraph 14 of 'A guide to the law for school governors' states: Under the Education Act 1996, paragraphs 496 & 497, anyone can complain to the secretary of State for Education & Skills if he/ she believes that a governing body is acting unreasonably or is failing to carry out its statutory duties properly. However, intervention can only occur if the governing body or the Local Authority has failed to carry out a legal duty or has acted unreasonably in the performance of a duty. Intervention would have to be expedient in the sense that there would have to be something that the Secretary of state for education and Skills could instruct either party to do to put matters right.

Guidance on Level 4 – Formal

- The formal complaints letter should be passed to the vice-chair if the chair will be unable to receive the letter within 5 days.
- Members of the Governors complaints panel should have no prior knowledge of the complaint and it is, therefore, unlikely that staff governors will be members of the panel.

At the meeting

The complaints panel must be made up of at least 3 members and a clerk.

- Although this is a formal meeting, every effort should be made to make it as informal as possible for all concerned.
- Everyone attending should be in the room at the same time.
- Consideration may need to be given to seating arrangements to make everyone feel equally comfortable.
- The clerk should take notes of the meeting, listing who is present.
- The Chair of the panel should open the meeting stating the purpose and the format of the meeting to clarify this to all in attendance.
- People present should introduce themselves stating their reason for being at the meeting.
- The Chair should request a verbal statement from the complainant in support of his/ her written letter of complaint and why he/ she feels that the issue has been unresolved. The members can ask questions to make sure they understand the issue from the parent's point of view.
- The Chair should request a verbal statement from the Head teacher in support of his/ her written account and the steps taken to resolve the issue.
- The members of the panel should make sure that they fully understand the issues.
- The Chair should ask the Head teacher and the complainant if they are satisfied that they have provided all the information they wanted and if they feel like they've had a fair hearing.
- The chair will then ask all parties to leave except the panel members and the clerk.
- The panel members then discuss the issues in private and the clerk remains to record the decision.
- The panel members will need to consider the information, come to a decision and suggest a way to resolve the issue taking into account the best interests of the child or children.

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- When the panel have reached a decision the clerk will inform everyone concerned in writing as soon as possible, but at least within 10 school days of the panel meeting.
- The decision of the panel is final.

Once a Governor's Complaints Panel has heard a complaint, and it is clear that correct procedures have been followed, that specific complaint cannot be reopened. If a request is received in this respect, the chair of Governors should inform the complainant that the matter is closed. Any complaints concerning the conduct of school staff will be handled in accordance with the school's internal disciplinary procedures. The details of such an investigation will remain confidential. Some complaints regarding admissions, the curriculum or special educational needs are covered by statutory regulations. The Head teacher can give information about these issues or advice can be sought from the Customer Services Centre on 0844 800 8001 or e-mail information@norfolk.gov.uk

Extended schools

The governing body should ensure that any third party provider offering activities and services through the extended schools programme has their own complaints procedure in place. Governors would need to have a discussion around, and make a decision about, what happens when the third party provider's complaints process is exhausted and the matter is not resolved and whether this should then be referred to a Governors' complaints panel. This would ensure that governors are kept aware of complaints about provision.

Vexatious complaints

It is important to distinguish between people who make a number of complaints because they really think things have gone wrong, and people who are being difficult. Complainants can be frustrated and aggrieved and it is therefore important to consider the merits of the case rather than their attitude. Even though someone has made vexatious complaints in the past, it cannot be assumed that the next complaint is also vexatious. Each complaint must be considered as to whether it is vexatious or genuine. There is no way of avoiding evaluating each complaint.