

# Complaints Policy – Glyne Gap School

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## Introduction

The underlying principle is that concerns ought to be handled, if at all possible, without the need for formal procedures. The requirement to have a complaints procedure need not in any way undermine efforts to resolve the concern informally; in most cases an informal discussion is enough.

This complaints procedure is for general complaints. Areas excluded from this procedure are complaints which are covered by other statutory procedures: exclusions, grievance, admissions and whistleblowing. Staff disciplinary action, child protection issues or criminal investigation will also need to be handled differently. We shall tell you which the right process is when you discuss your concern with us.

## What to do if you have a concern or complaint about Glyne Gap School

At Glyne Gap School, we like to be told about how we are doing, whether well or badly. If you have a concern or complaint we always try to deal with it helpfully and reasonably. If we need to, we try to put things right as quickly as possible. If you have a concern or complaint about Glyne Gap School you need to take it up with the school itself.

## Stage 1

This stage is informal. If you have a concern about the school, please try to talk to someone at the school, preferably the person who is most closely involved. Your concern can usually be settled quickly and without fuss by contacting the right person in the school. This is usually your child's teacher, but can be a Head of School or the Headteacher.

### Action required

- If the complainant is not satisfied with the outcome on the informal stage they should be given a copy of this policy.

## Stage 2

If your concern cannot be sorted out in the way you had hoped for or you are not happy with the way it has been dealt with you should complain to the headteacher who will investigate your complaint. You would normally do this in writing. If your complaint is about the headteacher you can complain directly to the chair of governors (see Stage 3).

### Action required

- The complaint is submitted in writing (see appendix 1) to the Headteacher or, if the complaint relates to the Headteacher or a decision taken by them, to the Chair of Governors.
- The Headteacher acknowledges receipt within 5 school days, and an investigation into the complaint is conducted. In the absence of extenuating circumstances a written response will be provided within 15 school days, including the findings of the investigation. Information will also be provided on how to progress the complaint to Stage 3 if the complainant remains unsatisfied. Should this be the case, any further complaint should be made within 10 school days following receipt of the investigating letter.

## Stage 3

If your complaint has still not been resolved to your satisfaction you can complain in writing to the chair of governors care of the school. You should make it clear why you are complaining, who you have already spoken to and what you want to happen as a result of your complaint. The chair of governors will let you know that he or she has received your complaint within 5 school days and will then investigate it. You will be told about the outcome of the chair of governors' investigation in writing within 20 school days.

### Action required

- The complaint is submitted in writing (see appendix 1) to the Chair of Governors.
- The chair of governors acknowledges receipt within 5 school days, and an investigation into the complaint is conducted. In the absence of extenuating circumstances a written response will be provided within 15 school days, including the findings of the investigation.

## Stage 4

If you are still not satisfied after receiving the chair of governor's report, you can ask to have your complaint referred to a complaints committee of the governing body. You can write to the clerk to

the governors care of the school. You should say exactly why you are unhappy with the chair of governors' findings and ask that a complaints committee be set up to look at the complaint.

### Action required

- The Clerk will convene a panel of at least three people who are not directly involved in the matters detailed in the complaint. The panel will meet between 10 and 20 school days after the clerk to the governors receives your letter.
- You will be told in advance about the process and what will happen at the meeting of the committee. You can attend and bring a relative or friend to support you if you want to.
- You will be told in writing about the committee's findings within 5 school days from the date of the meeting.

It should be noted that the Governors' Complaints Panel is the last school-based stage of the complaints process, and is not convened to merely rubber-stamp previous decisions.

### What you can do if you are still not satisfied with the governing body's decision

You may believe that your complaint was not handled fairly according to the school's own complaints procedure. In this case, you can appeal by using the form on the ESFA website: <https://www.gov.uk/complain-about-school>

The Secretary of State will only consider complaints about Academies where:

- There is undue delay or the Academy did not comply with its own Complaints Procedure when considering a complaint; or
- The Academy is in breach of its Funding Agreement with the Secretary of State; or
- The Academy has failed to comply with any other legal obligation.

### Review

This policy and procedures will be reviewed every two years.

Approved by:	Chair of Governors – Sylvia Lamb
Date of review:	March 2022
Review date:	March 2024



## Appendix 1 – Complaint Form (Glyne Gap School)

**Please complete this form and return it Kirsty Prawanna - Headteacher. If the complaint is about the Headteacher please return it to Sylvia Lamb - Chair of governors.**

**Your name:**

**Your contact address, email, daytime and evening telephone number**

**Please provide details of:-**

- **Your complaint, including the dates and times of any incident that has occurred**
- **What actions you have taken so far to try and resolve your complaint**
- **What remedy are you seeking and /or what would you like the outcome of your complaint to be**

**Signature: .....** **Date: .....**