

# Complaints Policy

# COMPLAINTS POLICY

Parents and carers can be assured that Olive High have put in place a rigorous system for dealing with complaints and concerns. The Principal is responsible for ensuring that complaints are dealt with in a sensitive and professional manner. Where the need arises, investigations will be conducted in a manner that is fair, transparent and consistent with statutory legislation. The Principal will follow up remedial action where applicable. This policy is available on request to the parents of current and prospective pupils.

The following procedure will be followed in the event of a complaint being communicated to the school.

## STAGE 1: INFORMAL RESOLUTION

- It is hoped that most complaints and concerns will be resolved quickly and informally
- If parents/carers have a complaint they should normally contact the child's Form Tutor. The Form Tutor will seek to resolve the matter straightaway
- The Form Tutor will produce a written record of the complaint by detailing all concerns including the date on which they were received
- The Form Tutor will aim to resolve the complaint within 10 working days of receipt of the complaint
- If the Form Tutor cannot resolve the matter alone, it may be necessary for her to consult the Vice Principal or the Principal.
- Should the matter not be resolved within 10 working days or in the event that the Form Tutor and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this Procedure

## STAGE 2: FORMAL RESOLUTION

- If the complaint cannot be resolved on an informal basis, then parents should put their complaint in writing to the Principal. The Principal will then decide the best way forward
- The Principal will arrange a time to meet with parents concerned, within 10 working days of receiving the written complaint. The Principal will seek to satisfy parents and reach a resolution in this meeting
- If needed, the Principal may carry out further investigations
- The Principal will document all meetings and interviews held in relation to the complaint
- Once the Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Principal will also give reasons for this decision

- Parents who are still not satisfied with the decision, should proceed to Stage 3 of this Procedure

### **STAGE 3: PANEL HEARING**

- If parents wish to proceed to Stage 3 (following a failure to reach an earlier resolution), they will be referred to the School Administrator, who has been appointed by the School Governors to call hearings of the Complaints Panel
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chair of Governors. The School Administrator, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 10 working days
- Parents will be allowed to attend and be accompanied to a panel hearing if they wish
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties no later than 2 working days prior to the hearing.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts, the Panel will reach a decision and may make recommendations, which it shall complete within 5 working days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and any recommendations it makes will be sent in writing to the parents, the Principal, the Governors and any other relevant persons
- Parents who are still unsatisfied are invited to write to the Office for Standards in Education (Ofsted). The contact details have been reproduced at the end of this document

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the 2002 Education Act, as amended, requests access to them.

The School keeps a written record for at least three years of all complaints detailing whether they were resolved at the informal or formal resolution stage or preceded to a panel hearing.

Copies of complaints and its findings are provided to the complainant and where relevant the person complained about when complaints arise. Copies of action taken by the school as a result of those complaints are also kept confidentially.

Complaints are also available for inspection on the school premises by the proprietor and the head teacher.

Parents have the right to know the number of complaints registered under the formal procedure during the preceding school year. This information is available upon request from the School Administrator.

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## **MONITORING**

This policy will be monitored annually by members of the School Governing Body and the Senior Leadership Team.

<b>Date approved by SLT and Board of Governors</b>	<b>Date of next review</b>
<b>15/01/20</b>	<b>15/01/21</b>

## RECORDING VERBAL COMPLAINTS FORM

<b>Date</b>		<b>Complaint Ref</b>	
<b>Name(s) of Complainant(s)</b>			
<b>Relationship to student</b>	<b>Full name of student(s)</b>	<b>Class</b>	
<b>Details of Complaint</b>			
			<b>Time:</b>
			<b>Date:</b>
<b>Action Taken</b>			<b>Handled by:</b>
<b>Recorded by:</b>		<b>Date of Review:</b>	