

OLD HALL SPECIAL SCHOOL COMPLAINTS PROCEDURE

1.1 Introduction (informal Complaints/concerns)

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2.1 Old Hall School aims to deal quickly and effectively with any concerns about the service provided by the school. Where there is a concern about some aspect of the school's service, **this should normally be raised, in the first instance**, with the person concerned or, if appropriate, with the class teacher.

2.2 This procedure should not be used for internal complaints, for example, for issues covered by grievance and discipline procedures

3. Formal Complaints

3.1 Old Hall School operates a 3 stage complaints procedure

3.2 The school complaints coordinator is the Head teacher, Mr. Clive Padgett
Stage 1

3.3 Any complaints not resolved by the **informal** mechanism should be submitted in writing to the complaints coordinator

3.4 The complaints coordinator will seek to:

- Establish what has happened so far, and who has been involved
- Clarify the nature of the complaint and what remains unresolved
- Meet with the complainant or contact them (if unsure or further information is necessary)
- Clarify what the complainant feels would put things right
- Interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- Conduct the interview with an open mind and be prepared to persist in the questioning
- Keep notes of the interview

3.5 The complaints coordinator will assess the findings to and will respond to the complaint

3.6 The school will endeavour to respond to complaints made at Stage 1 within 2 weeks. However, this will depend on the complexity of the issue complained of. If the matter takes longer to investigate and resolve, the complaints coordinator will discuss this with the complainant and seek to agree appropriate time scales

3.7 The response to a complaint may include one or more of the following:

- An apology
- An explanation
- An admission or better (this should not be constructed as an admission of negligence)
- An assurance that the complained of will not recur
- An explanation of the steps that have been taken to ensure that it will not happen again
- An undertaking to review school policies in the light of the complaint

Stage 2

3.8 The complainant may be dissatisfied with the outcome of stage 1 or may have a complaint about the Headteacher.

These complaints will be dealt with by the *Governors'* complaints under stage 2 of this procedure

3.9 The complaints panel will normally determine a complaint within three weeks. A complaint under stage 2 of the procedure should be made in writing to the Clerk of the Governing Body

3.10 The *Governors'* complaints panel will consist of three *Governors* and will not normally include the *Chair*, or any *Governor* who has been involved at a previous stage in dealing with the complaint

3.11 The terms of reference of the complaints panel will be:

- To hear and determine individual complaints or appeals
- To make recommendations on school policy of a result of complaints
- To review the operation of the school complaints procedure

3.12 The complaints panel will aim to resolve the complaint and will be held in private. The tone of the proceedings will be as informal as possible. The panel may arrange its proceedings as it sees fit in the context of the complaint. For example, it may wish to hear directly from the complainant and from the school regarding the complaint

3.13 The panel can:

- Dismiss the complaint in whole or in part
- Uphold the complaint in whole or in part
- Decide on appropriate action to resolve the complaint

- Recommend any changes needed to school systems to avoid a recurrence of the complaint
- 3.14 The Clerk of the Governors will write to the complainant to report the outcome of the complaint

4.0 Stage 3.

4.1 Formal Complaints to the LEA- The school and/or LEA will provide details and information upon request

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