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1. Purpose

1.1. The purpose is to ensure that all complaints are dealt with in an efficient, speedy and effective way and that remedial action is taken to avoid repetition or duplication. Any complaint will be dealt with positively and constructively.

2. Scope

2.1. This procedure applies to all members of staff, parents, pupils and members of public including the governing body, L.E.A. and visitors/workers in the school.

3. Responsibilities

3.1. The Headteacher shall appoint a designated person(s) to be responsible for the effective management of the complaint in accordance with the nature of the complaint.

4. Procedure

4.1. In the case of a complaint which is subject to statutory procedures the Headteacher will follow the formal regulations as detailed in the relevant documentation.

The following areas are subject to statutory procedures:-

Admissions)
Exclusions)Pupils
National Curriculum)
S.E.N.)
Professional competence)
Discipline)Staff
Grievance)

4.2. In the event of the school receiving a complaint which is not subject to a statutory procedure, the following will apply:-

For the purpose of this procedure a complaint is defined as any expression of dissatisfaction made verbally or in writing. The complaint will be dealt with through the referral system as outlined in the Staff Handbook and relevant school policies.

4.2.1. In the case of a minor complaint this would be dealt with by the designated person(s).

4.2.2. There is an established line management clearly stated in Staff Manual and understood by all staff and this will be put into operation in the event of a more serious complaint and/or minor complaint. This may result in the issue of corrective action using procedure 03/CA/01.

4.2.3. The school will respond to all complaints at the time or within twenty-four hours of the complaint.

4.2.4. The designated person(s) shall inform the complainant of the action taken and give them the opportunity to reply.

4.2.5. Records of complaints made to school shall be maintained in accordance with procedure 07/QR/01 and kept in the school office.

5. Documentation.

5.1. Interview Record Form

5.2. Referral Record

5.3. Referral slip

6. Related Documents.

6.1. Exclusion of pupils policy.

6.2. Code(s) of conduct

6.3. Admissions.

6.4. Information to Parents.

6.5. Staff Handbook

6.6. Code of Practice (SEN) DFEE 1994

6.7. DFEE Guidance on Good Governance 1996

6.8. Circular 15/89 Annex B

6.9. Guidelines on Employment & Related matters (Trafford)