



# Ysgol Clywedog

## General Complaints Procedure

Date Policy formally approved by Governing Body/Committee:	
Date Policy becomes effective:	
Review Date(s):	
Signed (Headteacher/School)	
Signed (Chair of Governing Body/Chair of Committee)	
Issue No:	1

## **Member of Staff Responsible: Headteacher**

The following procedure should be used for all complaints about the school except those in relation to a child's special educational needs or complaints about the curriculum. There are separate procedure for these types of complaint.

### **Stage 1 – Informal**

In all instances where a minor concern is being expressed about classroom issues, the concern should be directed in the first instance to the class teacher.

Complaints about a member of staff's handling of a situation, about a policy issue or about a more generalist school management issue will be dealt with by the Headteacher. Wherever possible, this sort of complaint should be dealt with informally through discussion and negotiation with the individuals concerned. It is anticipated that most complaints will be resolved to the mutual satisfaction of both parties in this way. The Headteacher will write to the parent confirming the agreement reached and will keep a copy of the letter on file as a record.

Governors or others in receipt of an initial complaint will direct the complainant to the Headteacher in the first instance.

On receipt of a complaint, the Headteacher will deal with the complaint as an urgent issue. A meeting between the Headteacher and the complainant will be held within five school days of receipt of the complaint. Confirmation of the meeting will be sent to the complainant, providing at least 24 hours notice. The Headteacher will keep a record of all complaints dealt with at this informal stage.

### **Stage 2 – Formal**

If the informal approach does not resolve the complaint, the complainant should write formally to the chair of governors. The chair of governors will call a meeting of the First Committee of the school within 10 days of receipt of the complaint. The First Committee will consist of three governors, drawn from a pool, who have no prior knowledge of the complaint. For this reason, it is not appropriate that the committee will include a teacher governor or the Headteacher.

The chair of governors will personally invite the complainant to the hearing of the complaints committee, giving 7 days' notice of the day. An education officer will be available to advise the complaints committee, if required.

The committee will call the complainant and the Headteacher separately to give their views about the complaint. Any witnesses, similarly, will be called separately as required.

The committee will consider all aspects of the complaint, looking at statements from all parties, either delivered orally or in writing and make an appropriate judgement.

Any of the parties may bring a friend, relative, colleague or trade union to the committee hearing.

All parties will be advised in writing of the findings of the committee within five school days of the date of the hearing. The complainant will be advised that if he/she is still dissatisfied then a written complaint should be forwarded to the Director of Education within ten days or receipt of the findings of the complaints committee.

## **Governors**

Individual governors will not deal with a complaint but will refer the matter to the headteacher or chair of governors, as appropriate.

The complaint will not be reported to the whole governing body until it has been resolved and will not be provided in detail, since this might in the event of any future complaint prejudice a fair hearing. Governors should familiarise themselves with the Wrexham County Borough Council document entitled "Information and Guidance for Governing Bodies when Dealing with Complaints".

## **Appeals**

It is not felt to be appropriate for the governing body to build in a separate appeals procedure, since this will serve to prolong the complaint and may be seen to be divisive within the governing body in school. Effectively, the opportunity to write formally to the Director of Education (Stage 3) serves as an appeals mechanism.

## **Stage 3 – Local Education Authority**

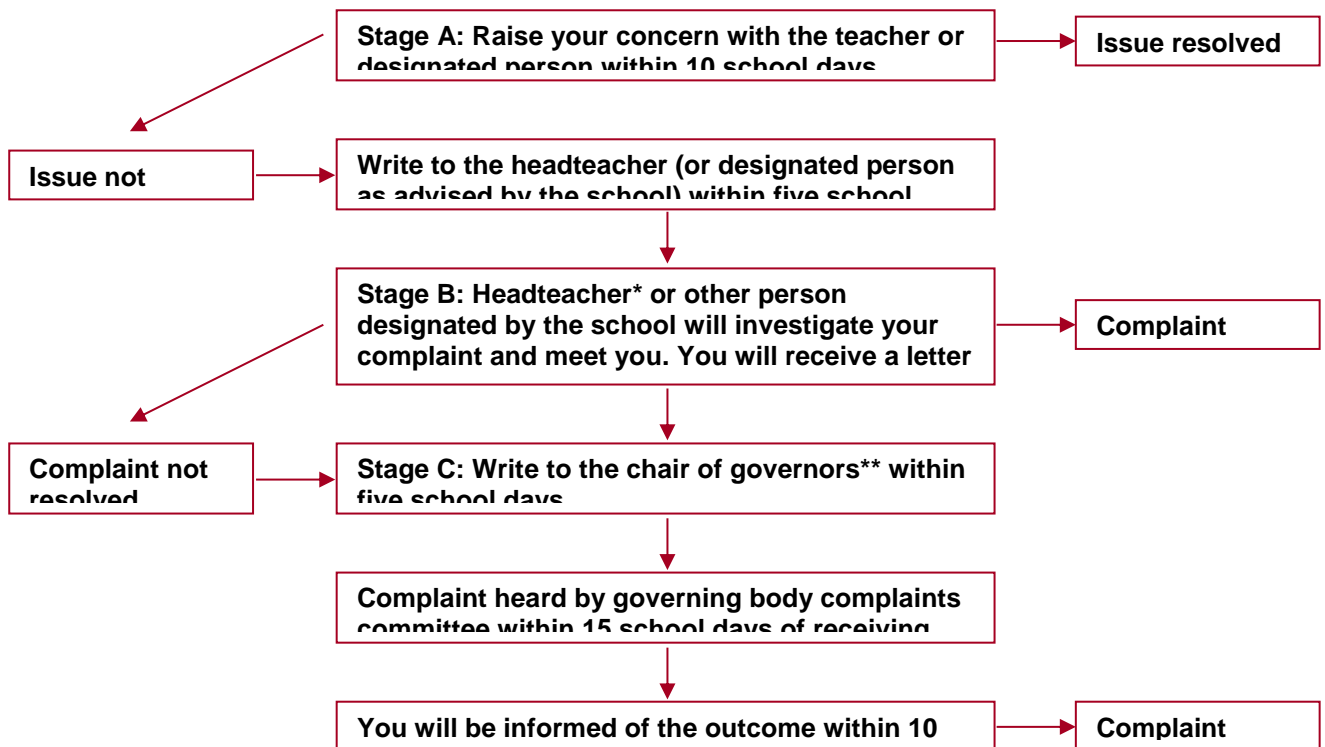
When a letter of complaint is received by the Local Education Authority, the complainant will be referred to the school's complaints procedure. Those who may have difficulty in writing to the LEA can contact an officer of the Authority by telephone, who will provide assistance. Providing Stages 1 and 2 have been followed, the Director of Education will appoint an investigating officer to investigate the case on his behalf. He will write to the complainant, Headteacher and chair of governors within fifteen school days or receiving the complaint, of any findings and recommendations. The complainant will be advised of the right, in the case of continued dissatisfaction, to write to the Local Government Ombudsperson.

## **Complaints about Governors**

Where there is a complaint about a governor's handling of the situation, then this should be directed to the chair of governors. In the case of a complaint being made about the chair of governor's action then this should be directed to the vice chair. The procedure in such cases shall follow that of Stage 2 and it shall be the responsibility of the chair of governors to call a meeting of the First Committee of the school within ten school days or receiving the complaint.

## Appendix A: Summary of dealing with concerns or complaints

This procedure will be followed in the event of a concern or complaint about the school, provided that the concern or



\* If the complaint is about the headteacher you should write to the chair of governors.

\*\* If the complaint is about the chair of governors you should write to the vice chair.

All timescales shown are targets and are flexible; however it is in everyone's best interest to resolve a complaint as soon as possible.