

**The Slough and East Berkshire
C. of E.
Multi Academy Trust**

Eton Porny C. of E. First School



Procedure Document
COMPLAINTS PROCEDURE

Category: Statutory	Approved by Head Teacher:
For Review By: LGB	<i>Katherine Russell</i>
Review Schedule: Bi-Annual	Ratified by LGB:
Next Review Date:	March 2021

Complaints Procedure

The following procedure outlines the process involved in raising a concern or complaint at Eton Porny. This is demonstrated in three ways;

- 1) Complaints Process
- 2) Complaints Process Flowchart
- 3) Stages of Complaint – detailed breakdown

An example of the complaints form to be used during Stage Two of the complaints procedure is included in Appendix 1.

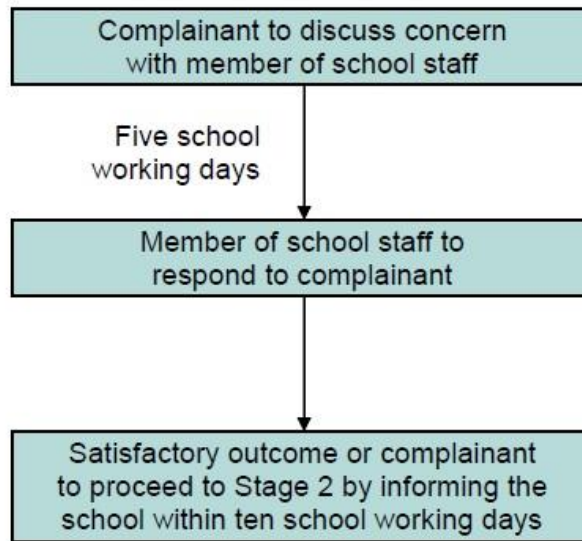
- 1) Complaints Process

<p>STAGE ONE: INFORMAL</p> <p>Complainant to proceed to Stage 2 by informing the school within 10 school working days</p>	<p>Expression of concern to member of staff / Response within 5 school days</p> <p style="text-align: center;">↓</p> <p>Satisfactory outcome reached?</p> <p style="text-align: center;">↓ ↓</p> <p style="text-align: center;">No: Go to stage 2 Yes: No further action</p>
<p>STAGE TWO: HEADTEACHER'S INVESTIGATION</p> <p>Complainant to proceed to Stage 3 by informing the school within 10 school working days</p>	<p>Complainant makes verbal/written complaint to headteacher</p> <p style="text-align: center;">↓</p> <p>Acknowledge complaint within 3 school days</p> <p style="text-align: center;">↓</p> <p>Investigation conducted and outcome reported to complainant. Response within 10 school working days</p> <p style="text-align: center;">↓</p> <p>Satisfactory outcome reached?</p> <p style="text-align: center;">↓ ↓</p> <p style="text-align: center;">No: Go to stage 3 Yes: No further action</p>
<p>STAGE THREE: CHAIR OF GOVERNORS/ GOVERNORS INVESTIGATION</p> <p>Complainant to proceed to Stage 4 by informing the school within 10 school working days</p>	<p>If the complainant is not satisfied with the response of the headteacher or the complaint is about the headteacher, the complainant should write to the Chair of Governors to request that their complaint is considered further.</p> <p style="text-align: center;">↓</p> <p>Investigation conducted and outcome reported to complainant.</p> <p style="text-align: center;">↓</p> <p>Satisfactory outcome reached?</p> <p style="text-align: center;">↓ ↓</p> <p style="text-align: center;">No: Go to stage 4 Yes: No further action</p>
<p>STAGE FOUR: GOVERNORS' APPEAL PANEL</p>	<p>If the complainant is not satisfied with the response of the Chair. The complainant usually needs to write to the Clerk to the Local Governing Body giving details of the complaint and asking that it is put before the appeal panel (Response within 5 school days). The Chair, or if the Chair has been involved at any previous stage in the process, a nominated governor, will convene a LGB complaints panel.</p> <p>The governors' appeal hearing is the last school-based stage of the complaints process and is not convened merely to rubber-stamp previous decisions.</p>
<p>FINAL STAGE: FURTHER RIGHT OF PROGRESSING COMPLAINT</p> <p>The Chair of the above Panel needs to ensure that the complainant is notified of the panel's decision, in writing, with the panel's response (including the reasons for the decision); this is usually within a set deadline which is publicised in the procedure. The letter needs to explain if there are any further rights of appeal and, if so, to whom they need to be addressed. This may be Slough East Berkshire Multi Academy Trust (SEBMAT).</p> <p>The final stage of appeal is to the Secretary of State for Education. Complainants should be advised to write to The School Complaints Unit (SCU) at: Department for Education, 2nd Floor, Piccadilly Gate, Manchester, M1 2WD</p>	

2) Complaints Process Flowchart

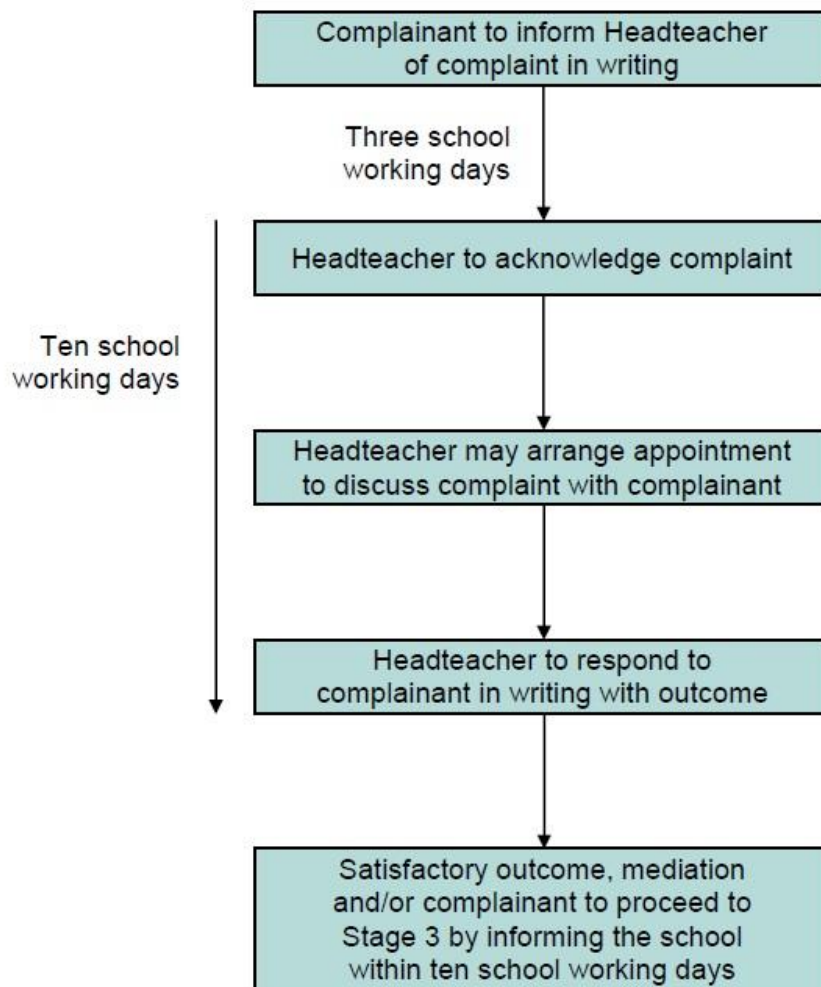
Stage One Flowchart

Discuss concern with member of school staff

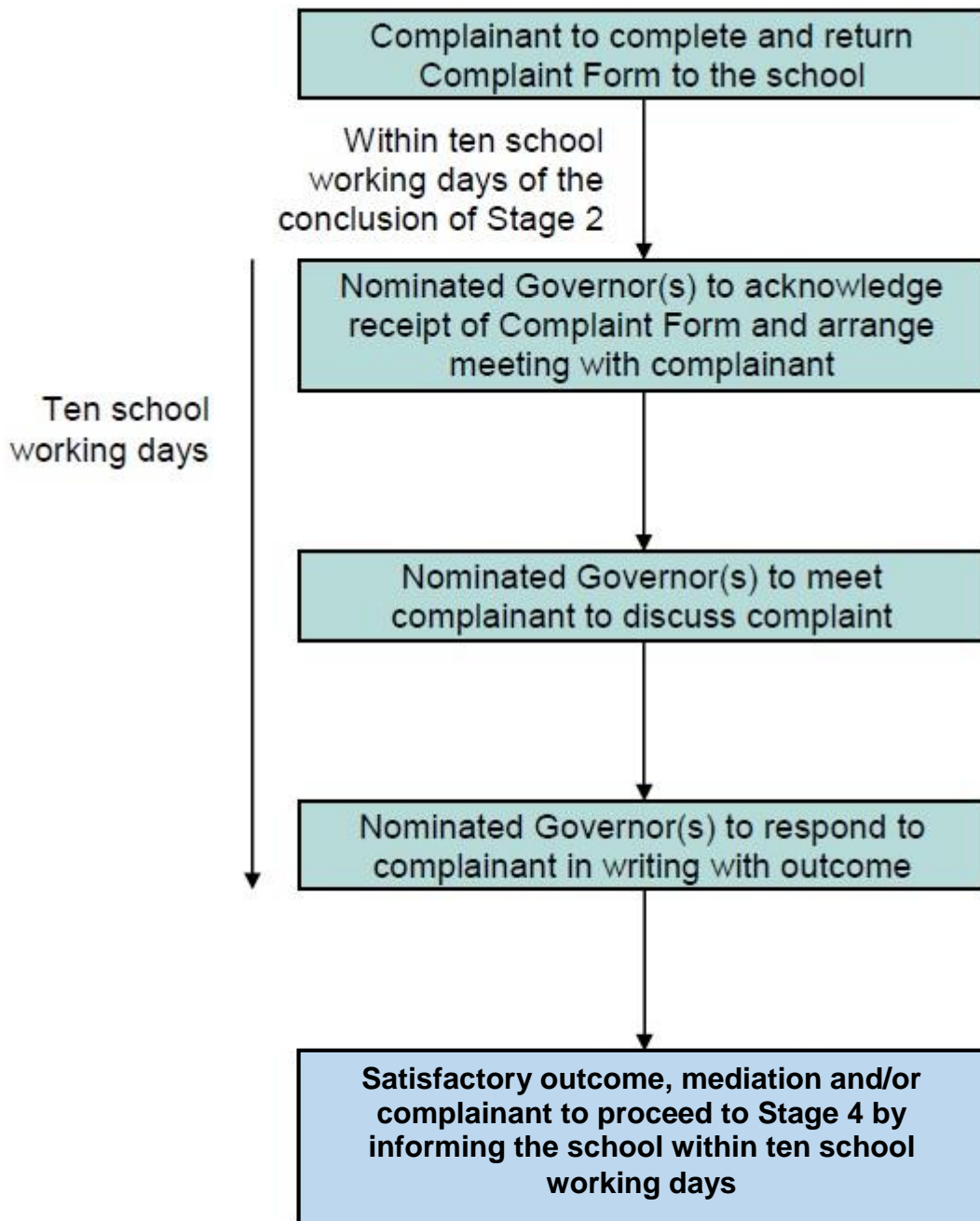


Stage Two Flowchart

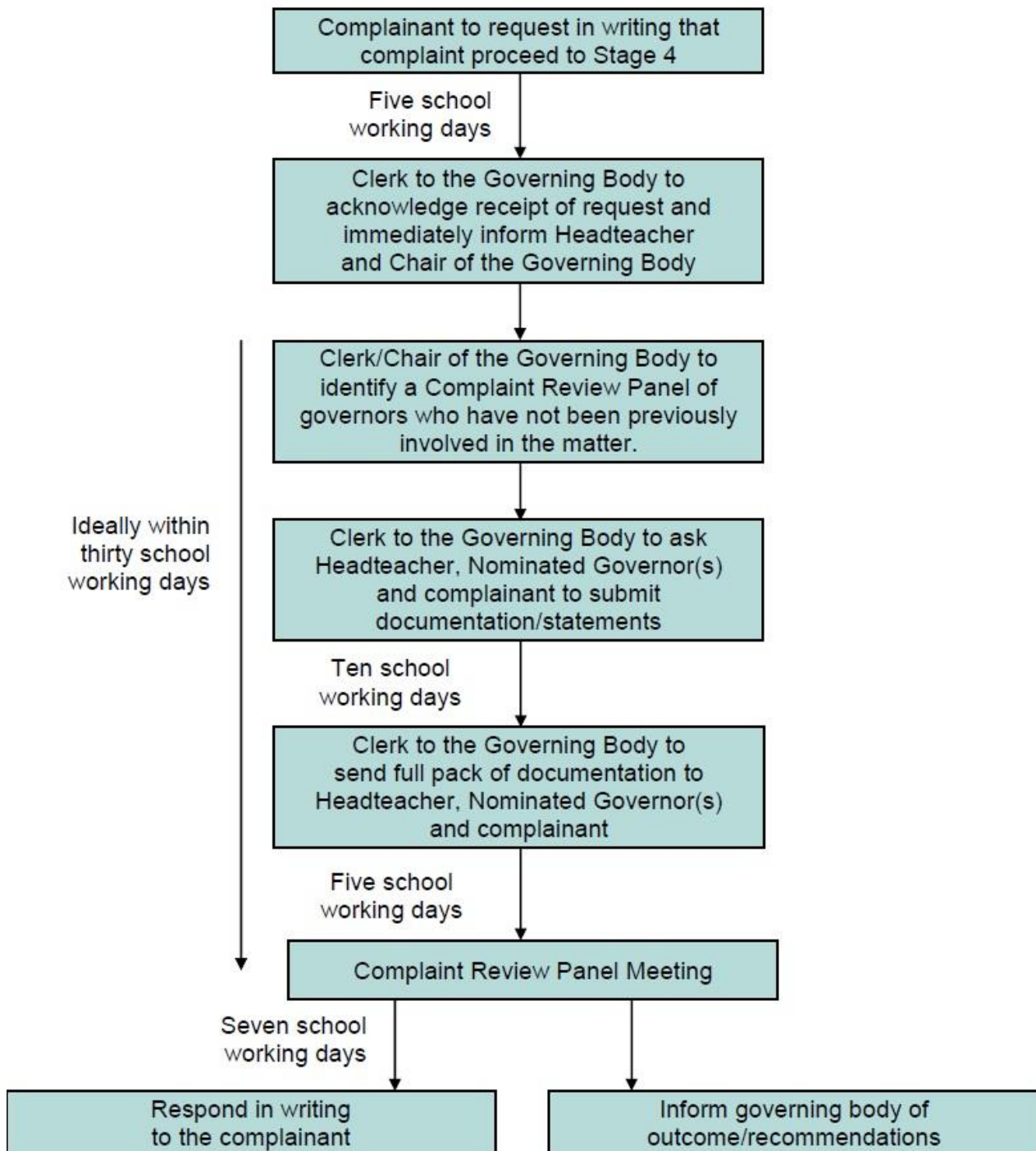
Consideration by the Headteacher (or other appropriate person)



Stage Three flowchart



Stage Four Flowchart



Time Limits: Complaints need to be considered, and resolved, as quickly and efficiently as possible. This procedure requires that specific time limits for all action within every stage are observed. Where further investigations are necessary, new time limits should be set and the complainant would need to be informed of this change and the reason

3) Stages of Complaint – detailed breakdown

The Stages of the Complaint

Stage One (informal): complaint heard by staff member

It is in everyone's interest that complaints are resolved at the earliest possible stage. The experience of the first contact between the complainant and the school can be crucial in determining whether the complaint will escalate. To that end, if staff are made aware of the procedures, they will know what to do when they receive a complaint.

It would assist the procedure if the school respected the views of a complainant who indicates that he/she would have difficulty discussing a complaint with a particular member of staff. In these cases, the complaints co-ordinator can refer the complainant to another staff member. Where the complaint concerns the headteacher, the complaints co-ordinator can refer the complainant to the Chair of Governors.

Similarly, if the member of staff directly involved feels too compromised to deal with a complaint, the complaints co-ordinator may consider referring the complainant to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the complaint objectively and impartially is crucial.

Where the first approach is made to a governor, the next step would be to refer the complainant to the appropriate person and advise them about the procedure. It would be useful if governors did not act unilaterally on an individual complaint outside the formal procedure or be involved at the early stages in case they are needed to sit on a panel at a later stage of the procedure.

Stage Two (formal): complaint heard by headteacher

The headteacher's influence will already have shaped the way complaints are handled in the school. At this point, the complainant may be dissatisfied with the way the complaint was handled at Stage 1 as well as pursuing their initial complaint. The head may delegate the task of collating the information to another staff member but not the decision on the action to be taken.

Stage Three (formal): complaint heard by Chair of Governors

If the complainant is not satisfied with the response of the headteacher or the complaint is about the headteacher, the complainant should write to the Chair of Governors to request that their complaint is considered further..

Stage Four (formal): complaint heard by Governing Bodies Complaints Appeal Panel

The complainant usually needs to write to the Clerk to the Governing Body giving details of the complaint and asking that it is put before the appeal panel. The Chair, or if the Chair has been involved at any previous stage in the process, a nominated governor, will convene a LGB complaints panel.

The governors' appeal hearing is the last school-based stage of the complaints process and is not convened merely to rubber-stamp previous decisions.

Individual complaints would not be heard by the whole LGB at any stage, as this could compromise the impartiality of any panel set up for a disciplinary hearing against a member of staff following a serious complaint.

The local governing body may nominate a number of members with delegated powers to hear complaints at that stage, and set out its terms of reference. These can include:

- drawing up its procedures;
- hearing individual appeals;
- making recommendations on policy as a result of complaints.

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**Procedure Document
COMPLAINTS FORM**

The procedure adopted by the panel for hearing appeals would normally be part of the school's complaints procedure.

APPENDIX 1:

Please complete the details below and return to (complaints co-ordinator) who will acknowledge receipt and explain what action will be taken.

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address:
Postcode:
Day time telephone number:
Evening telephone number:
Please give details of your complaint.
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official Use Only

Date acknowledgement sent:

By who:

Complaint referred to:

Date: