

Slough and Eton Church of England Business and Enterprise College



A Member of Slough and East Berkshire C of E
Multi Academy Trust

Complaints Policy for Students

Owner:	Mr Peter Collins
Ratified by Governing Body:	
Date Ratified:	December 2019
Date Policy to be reviewed:	Autumn 2020 Subject to relevant legislation.



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OBJECTIVES:

1. To resolve complaints from students in an impartial and swift manner.
2. To ensure a full and fair investigation while respecting a student's or staff member's confidentiality throughout.
3. To address all points of issue, providing an effective response and appropriate redress, where necessary.

MONITORING:

The governing body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all formal complaints received by the School and records how they are resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

REVIEWING:

The Governing Body is responsible for reviewing its policies and the Headteacher is responsible for reporting on the implementation of the policy.

1. Has the policy been successfully implemented?
2. Has the policy had the intended impact in the School and on the students?
3. Are the current objectives to remain the same and do they support other policies and development priorities?

NOMINATED MEMBER OF STAFF: Headteacher



Slough and Eton Church of England Business and Enterprise College will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed and aim to resolve it through open dialogue and mutual understanding.

Complaints Procedure

Stage 1

Students should first approach the teacher who seems best able to deal with the matter immediately. They can either speak to them or put their complaint in writing (if they are unsure who to complain to, they should ask their Form Tutor or class teacher). The person they speak to will try and resolve the matter and will contact the student again within 5 working days to see if a solution can be found. If the student feels that a concern has not been addressed thoroughly and they wish to have the matter formally investigated they are to contact their Head of Year who will ask them to complete a complaint form (Appendix 1). If they would like help completing the form, the Head of Year can offer assistance.

If the matter is about:

- the day-to-day running of the School
- the interpretation of School policies
- the actions or inactions of staff at the School
- the alleged abusive behaviour of a member of staff

it will be investigated by the Headteacher.

If the matter is about:

- School policies as determined by the governing body
- the actions or inactions of the governing body
- the Headteacher

then, it will be investigated by the Chairman of Governors or a governor nominated by the Chairman.

The person carrying out the investigation will review the way in which the complaint has been handled by the School and ensure that the issues have been dealt with properly and fairly. He/she will write to the student with the outcome of this process within 10 working days of receiving the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. The complainant will be notified if this is the case with the complaint, but are not entitled to know which procedure will be carried out or the final outcome.



Stage 2

If the student is not satisfied with the result from Stage 1, he or she may choose to refer the complaint to Stage 2 of the procedure. This must be done in writing to the School within 10 working days of the completion of Stage 1.

At this Stage, the complaint will be considered by either the Chairman or nominated governor, or a panel of 3 governors depending on who carried out the investigation in Stage 1: -

- A. If Stage 1 was investigated by the Headteacher or a senior member of staff nominated by the Headteacher, the Chairman or nominated governor will consider the manner in which the complaint was addressed and decide whether it has been properly dealt with. The School will be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the School's procedure. If there are any concerns, the Headteacher may re-open the investigation. The student will be kept informed of any delay.

If the student is not satisfied after the Chairman or nominated governor has completed their review, a panel of 3 governors will meet to consider the complaint and make a final decision about it on behalf of the governing body.

- B. When Stage 1 has been investigated by the Chairman or nominated governor, Stage 2 will be carried out by a panel of 3 governors, who will meet to consider the complaint and make a final decision about it on behalf of the governing body.

In either A or B, the panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the /student. The meeting will normally take place within 10 working days of your request.

There will be the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend, accompanied by a friend if you wish, to put your case forward and the student should contact the Clerk to Governors to arrange this. The Headteacher will be given the same opportunities. The panel will write to the student with its conclusion within five working days of the meeting.

The decision of the panel is final.



Appendix 1

SLOUGH AND ETON CHURCH OF ENGLAND BUSINESS AND ENTERPRISE COLLEGE

STUDENT COMPLAINT FORM

FORMAL PROCEDURE

This form is to be completed for all complaints to be dealt with under the formal part of the Student Complaints Procedure and should be sent to your Headteacher. Advice on completion of the form can be obtained from your Form Tutor or Head of Year.

Complete in BLOCK CAPITALS or type.

DETAILS OF COMPLAINT - TO BE COMPLETED BY STUDENT

Full Name: Tutor Group :

Address for correspondence in connection with the complaint (in the case of a Group Complaint, please attach a list of complainants on a separate sheet of paper):

Outline of Complaint, including dates of actions (please use additional sheets if necessary):

Please explain here what steps you have taken, together with dates, to resolve your complaint informally.



Please explain why you are unsatisfied with the response you have received from the School.

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the Headteacher.

Please indicate what outcome or further action you are expecting:

If you have written a formal letter of complaint to anyone else in the School please indicate names and/or let us know whether you intend to copy this to anyone else.

Declaration

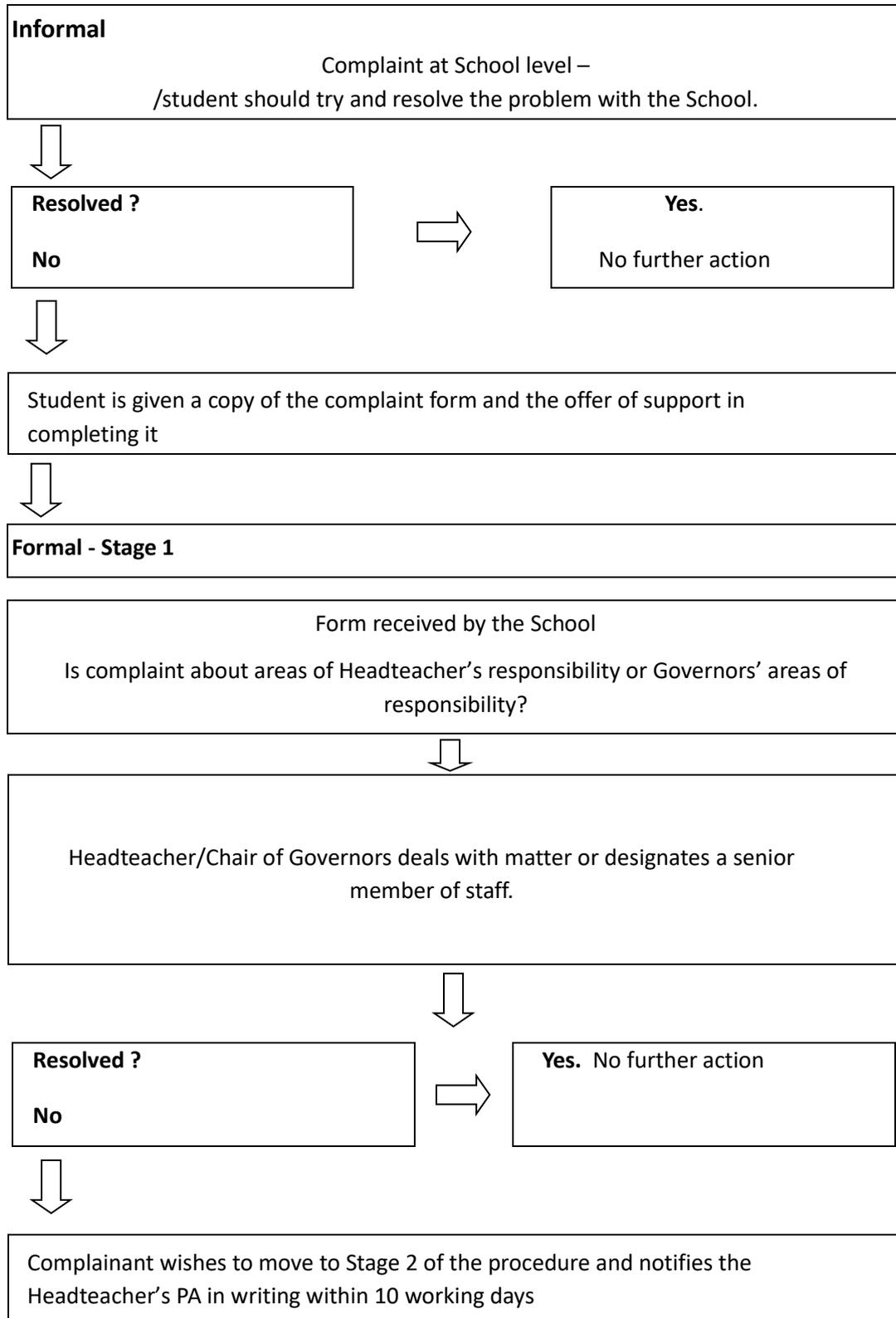
I declare that the information given in this form is true, and that I would be willing to answer further questions relating to it if necessary.

Signed:

Date:



Complaints Procedure for Areas of Headteacher's Responsibility



Formal - Stage 2

Complaint form passes to the Chairman or Vice-Chair of governors to review whether the complaint has been properly dealt with.



Resolved ?



Yes. No further action



No.

A governor complaints panel is set up to consider the complaint within 10 working days of the complaint being passed to the governing body. It consists of 3 governors, with no prior knowledge of the complaint, who will consider written and verbal submissions from the student and the Headteacher.



The panel meets to consider the complaint and make a final decision on behalf of the governing body.



Panel writes to student with its conclusion within 5 working days of the meeting.