

COMPLAINTS POLICY

There may be an occasion when you need to tell us that something has gone wrong. If you have a serious concern about the safety or welfare of your child or another student it may be dealt with under our Child Protection and Safeguarding procedures. Any serious concerns about the behaviour of a member of staff should be communicated directly to the Headteacher. Examples of such serious concerns include those involving violence, anything of a sexual nature or persistent bullying or humiliation. All other complaints will be dealt with within the framework of the following procedure:

Stage 1

You should initially discuss your concern with the member of staff involved or ask the tutor of your child to do so on your behalf. If you are able to telephone, contact them by letter or e-mail you may be able to resolve your concerns. If speaking with the member of staff or tutor fails to address the issue you should then move to Stage 2.

Stage 2

You should now discuss your concern with your child's Pastoral Team Leader (Head of Year). If you are able to telephone, contact by letter or e-mail you may be able to resolve your concerns. If not, it may be necessary to meet at school. If speaking with the Pastoral Team Leader fails to address the issue you should then move to Stage 3.

Stage 3

You should now discuss your concern with the Headteacher. If you are able to telephone, contact by letter or e-mail you may be able to resolve your concern. If not, it may be necessary to meet at school. The Headteacher may need to make enquiries into your concern.

If unresolved at this stage you will be asked to record your concern as a complaint on the school's Stage 3 Complaints Form (See Annex A below). The Headteacher will agree with you the date by which he will contact you again: this will be within 10 working days. At this contact, the Headteacher will either tell you that enquiries are continuing, or report that enquiries are complete and offer a suggested resolution. Possible resolutions include:

1. There was no evidence to support the complaint
2. The complaint is upheld and:
 - a. an explanation will be offered
 - b. an apology will be offered
 - c. appropriate training will be arranged to rectify any deficit
 - d. school procedures will be amended.

Stage 4

If you feel that the resolutions offered in Stages 1 to 3 are inadequate, you may forward your complaint to the Chair of Governors. Provided the complaint is within the remit of the governing body, a complaints panel of at least 3 people who have not been involved in the procedure will meet and you will be invited to attend. One member of the panel will be independent of the school. At this hearing the panel will listen to your complaint and your reasons for rejecting the previous resolutions. The panel can then either dismiss the complaint, or uphold the complaint, in full or in part, and offer some resolutions. You will be given a date by which a decision will be taken, which will be no more than 10 working days from the hearing, and you will be notified in writing. Please note:

1. This is the final stage of the school-based complaints procedure.
2. All of the information gathered during the complaints procedure will remain confidential.
3. If you are dissatisfied with the handling or the outcome of your complaint you have the right to contact the appropriate external agency. Details available from The Clerk to the Governors.

Complaint against the Headteacher

Complaints against the Headteacher should be sent to the Chair of Governors who will assess whether it can be dealt with as it stands or whether a fuller investigation is required.

Kennion Road
Wells, Somerset
BA5 2LR

The Blue School Stage 3 Complaints Form



Your name:

Student's name, year and tutor group:

Your relationship to the student:

Address including postcode:

Daytime telephone number:

Evening telephone number:

Details of complaint:

Actions you have taken to resolve your complaint e.g. who you have spoken with and their response:

Actions you feel might resolve the complaint at this stage:

Details of any attached additional paperwork:

Signature:

Date:

School use:

Date acknowledgement sent:

Sent by:

Complaint referred to:

Date: