



# Complaints Policy

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## TWHF School Complaints policy

### Compliments

These are always welcome and very encouraging to teachers and staff. The school encourages feedback or opinions from pupils and parents. In practice this dialogue is continuous, sometimes directly and also indirectly, for example, through the Parents' Association, Friends Committees or informally at school events. It may not always be possible to act immediately but pupils and the school always benefit so please don't hold back.

### Concerns

It is natural that parents may, occasionally, be concerned about an aspect of their child's education or welfare at school. This could include issues concerning the school's approach to aspects of the curriculum, homework, behavioural problems or any other issue.

The school welcomes enquiries from parents about any matter. Teachers and staff will explain the school practices, policies, and how they affect the pupils. The vast majority of concerns will be handled by the class teacher or by a phase leader, head of house or subject leader if this is more helpful. If in doubt, keep asking until you are completely satisfied as all staff are eager to help.

The usual format is to speak to the child's class teacher/tutor in the first instance, or to contact the school office to arrange an appointment to discuss your concern with whoever you wish. At all times the staff will help to resolve a problem. If occasionally parents feel they must state their concern formally, this too is not a problem. The school has defined procedures for handling complaints so don't be embarrassed if you feel an issue warrants more attention.

### Complaints

The procedure is again to speak to the child's class teacher/tutor in the first instance, or contact the school office to arrange an appointment to discuss your complaint with whoever you wish.

The school's policy is to follow the DfE Guidelines when handling concerns and complaints. Just ask if you would like advice or a copy. It would be unusual to deviate from these procedures but the school always retains discretion in these matters.

- Stage 1 aims to resolve the concern through informal contact at the appropriate level in school.
- Stage 2 can still be considered an informal stage where written or verbal complaints can be considered by the Principal or Senior Member of the leadership team who has a responsibility for dealing with complaints.
- Stage 3 is the first formal stage where complaints can be passed to a member of the local board of governors, usually the chair, to be considered and addressed through an approved committee structure or via the full governing body.
- Stage 4 is the second part of a formal stage where the complainant may take their complaint to an Executive Officer of The White Horse Federation – namely, CEO, The Primary Director or the Secondary Director.



- Stage 5 is the next step once Stage 2/3 is complete. It involves a complaints review panel of Directors of The White Horse Federation.

If any complainant is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the EFA:

Initial complaints about institutions funded by the EFA can be made on the 'Contact Us' form on the EFA website:

<https://www.education.gov.uk/help/contactus/dfc>

They can also be made in writing to:

EFA Institution Complaints

Young People's Programme Management

Education Funding Agency

Earlsdon Park 55 Butts Road Coventry CV1 3BH

You should enclose a copy of any correspondence with the school, Local Board of Governors, Executive Officers or Board of Trustees.

All staff are familiar with the guidelines and have a duty to help parents needing advice. Please don't feel you are making a fuss. These procedures have been carefully compiled and their reference, however rare, is routine to help pupils, parents and the school.

### **Our procedures for dealing with general concerns**

Your initial contact with the school

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1. Many concerns will be dealt with informally when you make them known to us. The first point of contact should be your child's class teacher/tutor
2. We will see you, or contact you by telephone or in writing, as soon as possible after your concern is made known to us. All members of staff know how to refer, if necessary, to the appropriate person with responsibility for particular issues raised by you. He or she will make a clear note of the details and will check later to make sure that the matter has been followed up.
3. We will ensure that you are clear what action or monitoring of the situation, if any, has been agreed. We will confirm this in writing to you.
4. We will ensure that we speak directly to all appropriate persons who may be able to assist us with our enquiries into your concern.



5. We will discuss with you (normally within ten working days) the progress of our enquiries. You will have the opportunity of asking for the matter to be considered further, once we have responded to your concern.
6. If you are still dissatisfied following this informal approach, your concern will become a formal complaint and we will deal with it at the next stage.

#### Formal consideration of your complaint (After Stages 1, 2 and 3 have been completed)

This stage in our procedures deals with written complaints. It applies where you are not happy with the informal approach to dealing with your concern, as outlined above.

1. Normally, your written complaint should be addressed to the Principal. If, however, your complaint concerns the Principal personally, it should be sent to the school marked "For the attention of the CEO – The White Horse Federation".
2. We will acknowledge your complaint in writing as soon as possible after receiving it. This will be within three working days.
3. We will enclose a copy of these procedures with the acknowledgement.
4. Normally we would expect to respond in full within ten working days but if this is not possible we will write to explain the reason for the delay and let you know when we hope to be able to provide a full response.
5. As part of our consideration of your complaint, we may invite you to a meeting to discuss the complaint and fill in any details required. If you wish, you can ask someone to accompany you to help you explain the reasons for your complaint.
6. The Principal, or chair of governors may also be accompanied by a suitable person if they wish.
7. Following the meeting, the Principal or chair of governors will, where necessary, talk to witnesses and take statements from others involved. If the complaint centres on a pupil, we will talk to the pupil concerned and, where appropriate, others present at the time of the incident in question.
8. We will normally talk to primary aged pupils with a parent or carer present unless this would delay the investigation of a serious or urgent complaint, or where a pupil has specifically said that he or she would prefer the parent or carer not to be involved. In such circumstances, we will ensure that another member of staff, with whom the pupil feels comfortable, is present.
9. If the complaint is against a member of staff, it will be dealt with under the school's internal confidential procedures, as required by law.

10. The Principal or chair of governors will keep confidential written/typed, signed and dated records of all meetings and telephone conversations, and other related documentation.
11. Once we have established all the relevant facts, we will send you a written response to your complaint. This will give a full explanation of the Principal's/chair of governors' decision and the reasons for it. If follow-up action is needed, we will indicate what we are proposing to do. We may invite you to a meeting to discuss the outcome as part of our commitment to building and maintaining good relations with you.
12. If you are not satisfied with the outcome of the investigation and the schools findings, you may wish to proceed to the next stage.

#### Consideration by an Executive Officer of The White Horse Federation

If your concern has already been through Stages 1, 2 and 3 and you are not happy with the outcome, the Principal will provide you with the details of an Executive Officer at TWHF. This is a formal process, and your ultimate recourse at school level.

The purpose of this arrangement is to give your complaint a hearing in front of the most senior education practitioner within TWHF.

The aim of this part of the process is to resolve the complaint and to achieve reconciliation between the school and the parent. We recognise, however, that it may sometimes only be possible to establish facts and make recommendations which will reassure you that we have taken your complaint seriously.

#### Consideration by a complaints review panel

If your concern has already been through Stages 1, 2 and 3 and you are not happy with the outcome, the Executive Officer of the TWHF will instruct the Clerk to set up a complaints review panel to consider it. This is a formal process, and your final recourse before involving the Education Funding Agency.

The purpose of this arrangement is to give your complaint a hearing in front of a panel of at least three Trustees who have no prior knowledge of the details of the complaint and who can, therefore, consider it without prejudice. One panel member will be independent of the management and running of the school.

The aim of a complaints review panel is to resolve the complaint and to achieve reconciliation between the school and the parent. We recognise, however, that it may sometimes only be possible to establish facts and make recommendations which will reassure you that we have taken your complaint seriously.

The complaints review panel operates according to the following formal procedures:

1. The clerk to the Trustees will aim to arrange for the panel meeting to take place within  
**20 School working days following the final meeting with an Executive Officer of the TWHF.**  
NB school holidays do not count as school working days.
2. The clerk will ask you whether you wish to provide any **further written documentation** in support of your complaint. You can include witness statements, or ask witnesses to give evidence in person, if you wish.
3. The Principal will be asked to prepare a **written report** for the panel. Other members of staff directly involved in matters raised in your complaint will also be asked to prepare reports or statements.
4. The clerk will inform you, the Principal, any relevant witnesses and members of the panel by letter, at least **five working days** in advance, of the date, time and place of the meeting. We hope that you will feel comfortable with the meeting taking place in the school; but we will do what we can to make alternative arrangements if you prefer.
5. With the letter, the clerk will send you all relevant correspondence, reports and documentation about the complaint and ask whether you wish to submit **further written evidence** to the panel.
6. The letter will explain what will happen at the panel meeting and the clerk will also inform you that **you are entitled to be accompanied** to the meeting. The choice of person to accompany you is your own, but it is usually best to involve someone in whom you have confidence but who is not directly connected with the school. They are there to give you support but also to witness the proceedings and to speak on your behalf if you wish.
7. With the agreement of the chair of the panel, the Principal may invite **members of staff** directly involved in matters raised by you to attend the meeting,
8. The chair of the panel will bear in mind that the formal nature of the meeting can be intimidating for you and will do his or her best to **put you at your ease.**

9. As a general rule, no evidence or witnesses **previously undisclosed** should be introduced into the meeting by any of the participants. If either party wishes to do so, the meeting will be adjourned so that the other party has a fair opportunity to consider and respond to the new evidence.
10. The chair of the panel will ensure that the meeting is properly **minuted**. **Please understand that any decision to share the minutes with you, the complainant, is a matter for the panel's discretion and you do not have an automatic right to see or receive a copy. Since such minutes usually name individuals, they are understandably of a sensitive and, therefore, confidential nature.**
11. Normally, the written outcome of the panel meeting, which will be sent to you, should give you all the information you require. If, however, you feel that you would like to have a **copy of the minutes** it would be helpful if you could indicate this in advance. If the panel is happy for the minutes to be copied to you, the clerk can then be asked maintain confidentiality in the minutes.

During the meeting, you can expect there to be opportunities for:

- you to explain your complaint;
- you to hear the school's response from the Principal;
- you to question the Principal about the complaint;
- you to be questioned by the Principal about the complaint;
- the panel members to be able to question you and the Principal;
- any party to have the right to call witnesses (subject to the chair's approval) and all parties to have the right to question all witnesses;
- you and the Principal to make a final statement.

12. In closing the meeting, the chair will explain that the panel will now consider its decision and that written notice of the decision will be sent to the Principal and yourself **within two weeks**. All participants other than the panel and the clerk will then leave.

The panel will then consider the complaint and all the evidence presented in order to:

- reach a unanimous, or at least a majority, decision on the complaint;
- decide on the appropriate action to be taken to resolve the complaint;

recommend, where appropriate, to the governing body changes to the school's systems or procedures to ensure that similar problems do not happen again.

12. The clerk will send you, the Principal and where relevant, the person complained about, a written statement outlining the findings and recommendations of the panel **within two weeks**. The letter will explain what further recourse, beyond the governing body, is available to you.
13. We will keep a copy of all correspondence and notes on file in the school's records but separate from pupils' personal records.

### Closure of complaints

Very occasionally, a school will feel that it needs, regrettably, to close a complaint where the complainant is still dissatisfied.

We will do all we can to help to resolve a complaint against the school but sometimes it is simply not possible to meet all of the complainant's wishes. Sometimes it is simply a case of "agreeing to disagree".

If a complainant persists in making representations to the school – to the Principal, designated governor, chair of governors or anyone else - this can be extremely time-consuming and can detract from our responsibility to look after the interests of all the children in our care. The complaint may then be deemed vexatious.

For this reason, we are entitled to close correspondence (including personal approaches, as well as letters and telephone calls) on a complaint where we feel that we have taken all reasonable action to resolve the complaint.

The complainant will be informed in writing of the closure of the complaint.

### Monitoring and review

The Board of Trustees monitor the complaints procedure through the Risk and Audit Committee, in order to ensure that all complaints are handled correctly.

The Principal discusses all complaints received by the school with the chair of the Local Board of Governors and or the CEO as required and depending on the nature of the complaint.

The Board of Trustees take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.





The policy is made available to all complainants

### **Other sources of information and advice**

If your concern is about an aspect of **special needs provision**, which might include information about relevant voluntary organisations and support groups in Swindon, you might like to talk to our **Parent Partnership** team on 01793 466515.