

Greenwood School

Complaints and Appeals Policy



Date of Policy Issue/Review	January 2021	January 2024
Name of Responsible Manager/Headteacher		
Signature of Responsible Manager/Headteacher		

This policy complies with Department of Education and Hampshire County Council guidance.

Section 29 of the Education Act 2002 requires that:

- (1) The governing body of a maintained school (including a maintained nursery school) shall –
 - (a) establish procedures for dealing with all complaints relating to the school or to the provision of facilities or services under section 27, other than complaints falling to be dealt with in accordance with any procedures required to be established in relation to the school by virtue of a statutory provision other than this section, and
 - (b) publicise the procedures so established.
- (2) In establishing or publicising procedures under subsection (1), the governing body shall have regard to any guidance given from time to time (in relation to England) by the Secretary of State.

Section 39 of the Education Act 2002 provides the following:

“maintained school” means a community, foundation or voluntary school, a community or foundation special school or a maintained nursery school;

“maintained nursery school” means a nursery school which is maintained by a local education authority and is not a special school;

FRAMEWORK OF PRINCIPLES

It is intended that Greenwood School Complaints Procedure will:-

- Encourage resolution of problems by informal means wherever possible;
- Be easily accessible and publicised;
- Be simple to understand and use;
- Be impartial;
- Be non-adversarial;
- Allow swift handling with established time-limits for action and keeping people informed of the progress;
- Ensure a full and fair investigation by an independent person where necessary;
- Respect people's desire for confidentiality;
- Address all the points at issue and provide an effective response and appropriate redress, where necessary;
- Provide information to the school's senior management team, so that services can be improved.

This policy covers: -

- 1. General complaints from the community**
- 2. Complaints from a parent or carer**
- 3. Concerns / Appeals from a member of staff**
- 4. Concerns from a student**

RESPONDING TO COMPLAINTS

Initial Concerns

All staff at Greenwood School value contact from parents and carers, especially where such communication produces a more effective service. Taking informal concerns seriously at the earliest stage reduces the numbers that develop into formal complaints. In most cases the class teacher or home tutor will receive the first approach. It is desirable to resolve issues swiftly and amicably.

Concerns may be discussed with: -

Subject Teachers
Home Tutors
Special Educational Needs Co-ordinator
Lead Tutor, Home Tuition Service
Deputy Headteacher
Headteacher

FORMAL PROCEDURE

Formal procedure may be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

Stage 1

The complainant should write to the Headteacher, outlining the nature of the complaint and attaching any additional documents.

Stage 2

The complainant should write to the Chair of the Management Committee of Greenwood School, outlining the nature of the complaint and attaching any additional documents.

Stage 3

In the rare circumstance that the complainant is unhappy with the response of the Headteacher and/or the Chair of the Management Committee, the complainant may appeal to the Management Committee Complaints / Appeals Panel, by writing to the Clerk to the Management Committee.

INVESTIGATING COMPLAINTS

Stage 1

The Headteacher or designated member of staff will confirm receipt of the complaint normally within five working days. The school will endeavour to resolve the concern as soon as reasonably practicable and will communicate the steps taken to resolve the concern within ten working days. For more complex complaints, or complaints requiring an in-depth investigation, the Headteacher will acknowledge the complaint and prepare a response normally within twenty working days. The Headteacher or designated member of staff may arrange a meeting with the complainant so that all issues may be correctly understood and fully addressed. The Headteacher or designated member of staff will respond to the complainant in writing. If the complaint is about an action or statement made by the Headteacher, the complaint will move to Stage 2.

Stage 2

On receipt of the complaint, the Chair of the Management Committee will acknowledge the complaint within 5 working days and proffer a response within ten working days, attempting wherever possible to resolve the complaint informally. More complex investigations may require more time, up to 20 days. The Chair of the Management Committee may arrange a meeting with the complainant so that all issues may be correctly understood and fully addressed. The Chair of the Management Committee will communicate any decision to the complainant in writing.

Stage 3

Appeals should be submitted within 10 days of the response to the complainant by the Chair of the Management Committee. The Clerk to the Management Committee will confirm receipt of the appeal. The Complaints Panel of the Management Committee will review any decisions made by the Headteacher and/or the Chair of the Management Committee and will respond to the complainant in writing.

RESOLVING COMPLAINTS

At each stage in the procedure, every attempt will be made to find agreement, correct misunderstandings and maintain good relationships. It may be necessary to consider new information from additional parties or for an earlier decision to be reviewed at a later stage in the procedure.

Resolution may include an explanation, an apology, a meeting with a member of staff, an assurance that an action will not be repeated, an undertaking to review school policy or a further investigation.

Complaints about actions taken by the Headteacher or other staff will always be assessed against what is judged to be reasonable behaviour in any given set of circumstances and / or in the light of any information available at the time of the action.

RECORDING COMPLAINTS

All complaints will be recorded when received. This record of complaints will be presented to the Management Committee each term. The Management Committee may use this information to evaluate school performance and propose improvements.

3. Staff Concerns / Appeals

Members of staff should seek advice from the Deputy Headteacher or Headteacher.

4. Student Concerns

Students should seek advice from their Tutor, Subject Teacher, Deputy Headteacher or Headteacher.

PUBLICISING THE COMPLAINTS POLICY

This is a legal requirement. This policy is publicised on the Greenwood School website.