



School Complaints

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1. Purpose

Hollybank School's values are concerned with meeting the needs of the children, young people, parents and others who have a stake in the school. This includes the staff, members of the local community and the relevant Local Authorities' representatives.

The Trustees and Governing Body believe that constant feedback is an important ingredient in self-improvement and raising standards. Children and young people, parents, carers or other adults, who have concerns or complaints, should feel that they can be voiced and will be considered seriously.

All complainants have the right to be accompanied when making the complaint and a parent or another adult may accompany a child/young person. If a child/young person wishes to discuss their concern or complaint with an independent person, access to an advocacy service can be arranged.

Posters with the phone number for Child Line are situated in various places throughout the building using Meyer Jonson symbols, the communication system used by the majority of non-verbal communicators within Hollybank.

There are various principles behind this policy:

- There is a difference between a concern and a complaint. A concern is likely to require discussion between teacher, child/young person and parent. If the concern is not resolved by that means then it could become a complaint.
- A complaint is likely to arise when there are issues of physical or emotional well-being and security or when the school's stated values or aims are being ignored.
- A breach of the law will always constitute a complaint.
- We will seek to resolve complaints by informal means wherever possible.
- Investigations will be full, fair and swift.
- People will be kept informed of progress and the decisions reached.
- Feedback will be sought actively from the children/young people and parents in order to minimise complaints and maximise accountability.

2. Who was Consulted?

Parents, staff and governors were consulted in drafting this policy.

3. Relationship to Other Policies.

This policy should be read in conjunction with all other school policies.

4. Roles and Responsibilities.

The Head of Children's Services will ensure that:

- the complaints policy and procedures are made known to all stakeholders through the Parents' Handbook, website and statement of purpose. A symbol version is available for children and young people within the Trust.

School Complaints

- all complaints are dealt with in the first instance by the Head of Children's Services or a member of the school leadership team, who will document the complaint [name, dates, times, events] in the incident management system, acknowledge in writing within three days of receipt and consult with all those directly concerned.
- the complainant will receive a written explanation of the action taken within ten working days following the complaint.
- there will not be any reprisals against the child/young person or others making the complaint.

All staff are expected to encourage children/young people and parents who have concerns which are not resolved to follow the complaints procedure and their complaint must be recorded.

The Trustees and Governing Body will ensure the following.

- If a complainant is not satisfied with the action taken by the Head of Children's Services, then the Chair of Governors will hear the complaint. On receipt of the complaint they will inform the Head of Children's Services, investigate the complaint and write to the complainant within ten working days, explaining the action taken.
- Where the complaint is against the Head of Children's Services the complainant may wish to contact the Chair of Governors first.
- If the complainant is not satisfied with the decision of the Chair of Governors then a formal complaint may be made to the Governing Body or through the Clerk to the Trustees. Within 15 working days of receiving the written complaint a Complaints Committee consisting of 3 Governors will meet to consider it. The complainant will be given seven working days' notice of the meeting and may take a friend or other person to provide support at the meeting. Within seven days of that meeting the complainant will be informed of the decision, the reasons for it and any action to be taken by the Trust. The decision of the Complaints Committee is final.
- Where a complainant considers that the School is not complying with the legal requirements of government policy in respect of a child/young person's education or care, then the relevant regulatory bodies can provide the complainant, the governors, the Director of Children's Services and CEO further advice.
- Where a complaint is about the Governing Body (about unreasonable action or failure to carry out its duties) this can be referred to the relevant local authority. If that fails to produce a satisfactory response it can then be referred to the Secretary of State.

If the complaints are upheld and the governing body fails to follow the directions of the Secretary of State, the judgement may be legally enforced.

5. Arrangements for Monitoring and Evaluation.

All complaints and the action taken will be documented and a summary included in the Head of Children's Services termly report to the Governors, with advice on any implications for policies. They will also be monitored and analysed via the incident recording system.

To Sign off this Policy to confirm you have read and understand it, please click the below link:

[Click here to Sign Policy](#)