

## Complaints Policy – Step by Step

### STAGE 1

The complaint is addressed to the Complaint's Coordinator, either in person, by telephone or in writing. The complaint will be logged and investigated by either the Coordinator or, if appropriate, the Head, Vice-Chair or Chair of Governors.

The investigation will establish what has happened, the nature of the complaint and what the complainant feels should be done. All parties should be interviewed and notes kept.

The investigation should be completed within 10 days at which point the Investigator should meet with the complainant to try to resolve the complaint.

If the complaint cannot be resolved, it should be progressed to STAGE 2

However, If the complaint relates to the Head or Chair of Governors, it should be progressed straight to STAGE 3

The Head will investigate the complaint either personally, refer it to a member of SLT or arrange for an independent investigation if appropriate.

Within 10 days of receiving the complaint, the Investigator will report back to the Head. Within a further 3 days the Head will contact the complainant to arrange a meeting. If a further investigation is arranged, this timescale may be extended.

When the investigation is complete, the Head will consider the evidence and try to resolve the complaint; every effort should be made to resolve at this stage

If the complaint cannot be resolved, it should be progressed to STAGE 3

Complaint to be heard by the Governing Body's Complaints Appeal Panel. Before the meeting, members of the panel should consider any documentation and invite the complainant to explain the complaint. Witnesses may also be called and the Head will be invited to explain the School's actions.



The panel may dismiss the complaint in whole or in part or uphold the complaint in whole or in part. They may decide on the appropriate action to be taken or recommend changes to the school's systems and procedures.



The Chair will agree the wording of the outcome letter and the Clerk will ensure that this letter is sent out in accordance with the agreed timescale.