

SPALDING HIGH SCHOOL



COMPLAINTS POLICY (Abridged)

HEADMISTRESS:	Mrs M K Anderson
CHAIR OF GOVERNORS:	Dr P Gorton
VICE CHAIR OF GOVERNORS:	Mrs A Toal
CLERK TO GOVERNORS:	Mrs J Chance

Executive Summary:

This policy sets out how complaints will be dealt with at Spalding High School. This policy applies to complaints made by parents of children at SHS and third parties. Complaints by staff are dealt with within the School's Grievance Procedures. As a community school, SHS follows the Lincolnshire County Council Complaints Policy for Maintained Schools (May 2017). This school policy is a personalised version of the LA policy and due credit is given to the Local Authority for the content of this policy.

For a copy of the full Complaints Policy please contact the school office.

DATE AGREED:	June 2017
REVIEW DATE:	Bi-annual or earlier if LCC/ DfE policy is amended or updated.

Chairman of Governors	Date
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Headmistress	Date
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Section 1: Introduction:

- 1.1 In our School all staff are dedicated to giving children the best possible education and caring properly for their health, safety and welfare at all times. We are committed to working closely with parents/carers and believe that school and parents/carers must work together in partnership, each carrying out our own particular responsibilities to help pupils gain the most from their time in school. We also desire to have good relations with our neighbours and the wider community.
- 1.2 If you feel that something is not going quite as you would like, that we are doing something that you are unhappy with, or not doing something that you feel we should, please tell us about it.
- 1.3 All maintained schools in England are required to have a procedure in place for dealing with complaints relating to the school and any community facilities or services that the school provides. There are certain complaints which fall outside of this procedure because there are established statutory or other prescribed procedures available, for example: staff grievances or disciplinary procedures, school admissions, exclusions, statutory SEN assessments, Child Protection procedures, public examinations, school reorganisation proposals. In addition, anonymous complaints will not be considered under this policy unless there are exceptional circumstances.

Section 2: The First Step – Informal

- 2.1 Please arrange to discuss any concerns with your child's Form Tutor or class teacher. We hope that most problems can be sorted out this way. If you are not the parent/carer of a child at our school, please start at the second step and make contact with the Headmistress to discuss your concerns.

Section 3: The Second Step – Informal

- 3.1 If, after speaking to your child's teacher, and having allowed sufficient time to deal with the issue, you do not feel that your concern has been properly dealt with, or if your concern is about the conduct of a particular teacher, then you should discuss the matter with that teacher's Head of Department. If the complaint is of a pastoral nature, then the matter should be raised with your child's Head of Year.
- 3.2 The Head of Department or Head of Year inform the Headmistress of all complaints they receive. Together they agree who is best placed to investigate and respond to the complaint. This is typically the Head of Department or Head of Year but may be the Senior Leadership Line Manager, Deputy Head or Headmistress.
- 3.3 You will receive an acknowledgement from the School typically within 24 hours but no more than five school working days. If this acknowledgment is not received, please contact the School as it may be that the complaint has not been received. Our acknowledgement will also indicate who is dealing with the complaint and the date by which you can expect to receive a written response to your complaint. This will normally be within ten school working days from the date of the acknowledgement letter.
- 3.4 In almost all cases we can sort things out satisfactorily in this way.
- 3.5 If for some reason you do not feel able to put your complaint in writing, please contact the school office to arrange an alternative means of capturing your complaint.

Section 4: The Third Step - Formal

- 4.1 If your attempts to resolve the matter informally have not been successful, you should make a formal written complaint to the Headmistress, unless the complaint is about the conduct of the Headmistress.
- 4.2 If your complaint is about the conduct of the Headmistress, you should make a formal written complaint to the Chair of Governors, addressing your envelope to the Clerk to Governors, care of the School's address.
- 4.3 If for some reason you do not feel able to put your complaint in writing, please contact the school office to arrange an alternative means of capturing your complaint.
- 4.4 You will receive an acknowledgement from the Headmistress (or Chair of Governors) within five school working days. The acknowledgement letter will also indicate the date by which you can expect to receive the Headmistress' (Chair of Governors) written response to your formal complaint letter. This will normally be within ten school working days from the date of the acknowledgement letter.