

**COMPLAINTS POLICY PROCEDURES**

This policy and the procedures which accompany it have been drawn up in line with *Section 29(1)* of the Education Act 2002. There are other statutory processes for complaints and appeals relating to the curriculum, Special Educational Needs, religious worship, admissions, exclusions, staff grievance, teacher capability and staff disciplinary.

**The Role of the Complaints Policy and Procedures**

The policy is a way of ensuring that anyone with an interest in the school can raise a concern, with confidence that it will be heard and, if well founded, addressed in an appropriate and timely fashion. The policy and procedures make it clear how complaints will be dealt with, that all complaints will be treated seriously and responded to as quickly as possible in order that they can be resolved at an early stage and without recourse to additional procedures.

The complaints procedures aims to be impartial, fair to all parties and applied consistently

The person dealing with the complaints will endeavour to:-

- Establish what has happened so far and who has been involved
- Clarify the nature of the complaint and what remains unresolved
- Meet with the complainant or contact them if unsure or further information is necessary
- Clarify what the complainant feels would put things right
- Talk to those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- Approach matters with an open mind and;
- Keep records

Complaints will be kept confidential with only those involved in investigating and making decisions being made aware of the nature of the complaint.

As a general principle the accused person is entitled to know the substance of the accusation, however there may be occasions when the governing body decides to withhold information.

The Complaints Procedure includes:-

- The roles and responsibilities of all those involved
- Procedures for dealing with complaints of various types
- Timescales for dealing with complaints
- Procedures for recording and monitoring complaints
- Procedures for implementing any actions arising from the resolution of complaints or from monitoring trends

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Those investigating the complaint will ensure that the substance of the complaint is not one that may be dealt with under any other procedure e.g. child protection, staff discipline etc.

Any complaint which appears to relate to alleged criminal activity will be referred immediately to the Headteacher; if the Headteacher is the subject of the allegation the complaint will be referred to the Chair of Governors.

The school's procedures cannot cover every eventuality. A generic approach has been developed for dealing with complaints with adaptations for the less usual form of complaint.

Stanwell School Governing Body has a nominated Complaints Officer and has established a Governing Body Complaints Committee which will usually be made up of at least three governors with the membership of the committee reviewed annually.