

Spaxton Church of England School

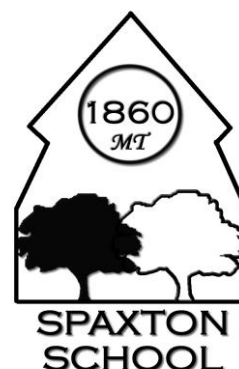
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Complaint Policy

Policy Reviewed	Next Review Due
January 2018	January 2020



Spaxton School Complaints Procedure/Policy

The Three Stages

Stage One: Complaint heard by the Headteacher or Staff Member

It is in everyone's interest that complaints are resolved at the earliest possible stage. The experience of the first contact between the complainant and the school can be crucial in determining whether the complaint will escalate. To that end, if staff are made aware of the procedures, they know what to do when they receive a complaint.

The ability to consider the complaint objectively and impartially is crucial. The school will respect the view of a complainant who indicates that he/she would have difficulty discussing a complaint with a particular member of staff. In these cases, the Headteacher can refer the complainant to another staff member, or will hear the complaint themselves. Where the complaint concerns the Headteacher, the complainant will be referred to the chair of governors.

Where the first approach is made to a governor, the next step would be to refer the complainant to the appropriate person and to advise the complainant about the procedure for making a complaint.

Governors will not act unilaterally on an individual complaint outside the formal procedure or be involved in the early stages in case they are needed to sit on a panel at a later stage of the procedure.

The complainant may be dissatisfied with the way the complaint is handled at stage one and may wish to pursue their initial complaint.

Stage Two: Complaint heard by the Headteacher or Chair of Governors

The Headteacher's influence will already have shaped the way complaints are handled in the school. If the complainant was dissatisfied with the way the complaint was handled at stage one by a member of staff the Headteacher will hear, and investigate, the complaint and make decisions on any action to be taken.

If the Headteacher has heard the complaint, at stage one, then the chair of governors will hear the complaint. The complainant will write to the chair of governors giving details of the complaint. This will be investigated and the chair will write to the complainant.

Should the complainant still not be satisfied he/she may ask for the matter to be referred to stage three.

It is to be noted that at this stage if the Headteacher has heard and investigated the complaint, and the complainant remains dissatisfied, prior to the matter being escalated to the governing body's complaints panel the chair of governors could informally investigate the complaint. This would not prejudice the rights of the complainant in taking the matter to a review hearing, but may resolve the issue to the satisfaction of the complainant.

Stage Three: Complaint heard by the Complaints Panel

Complaints would not be heard by the whole Governing Body at any stage, as this could compromise the impartiality of any governor that might need to be on a panel associated with a complaint.

A panel of three governors, with delegated powers to do so, will hear the complaint. The terms of reference for the panel are to:

- Draw up its procedures;
- Hear individual complaints;
- Make one or more of the recommendations below as a result of complaints.

Remit of the Complaints Panel – the complaints panel can:

- Dismiss the complaint in whole or part;
- Uphold the complaint in whole or part;
- Decide on the appropriate action to be taken to resolve the complaint;
- Recommend changes to the school's systems, procedures, or policies to ensure that problems of a similar nature do not recur.

Signed

Headteacher

Signed.....

Chair of Governors