



# Complaints Procedure for Students

## Sponsorship & Review

### 1 Sponsor

Ms M King, Headteacher

### 2 Reviewed & Approved

November 2019

### 3 Next Review Date

November 2022

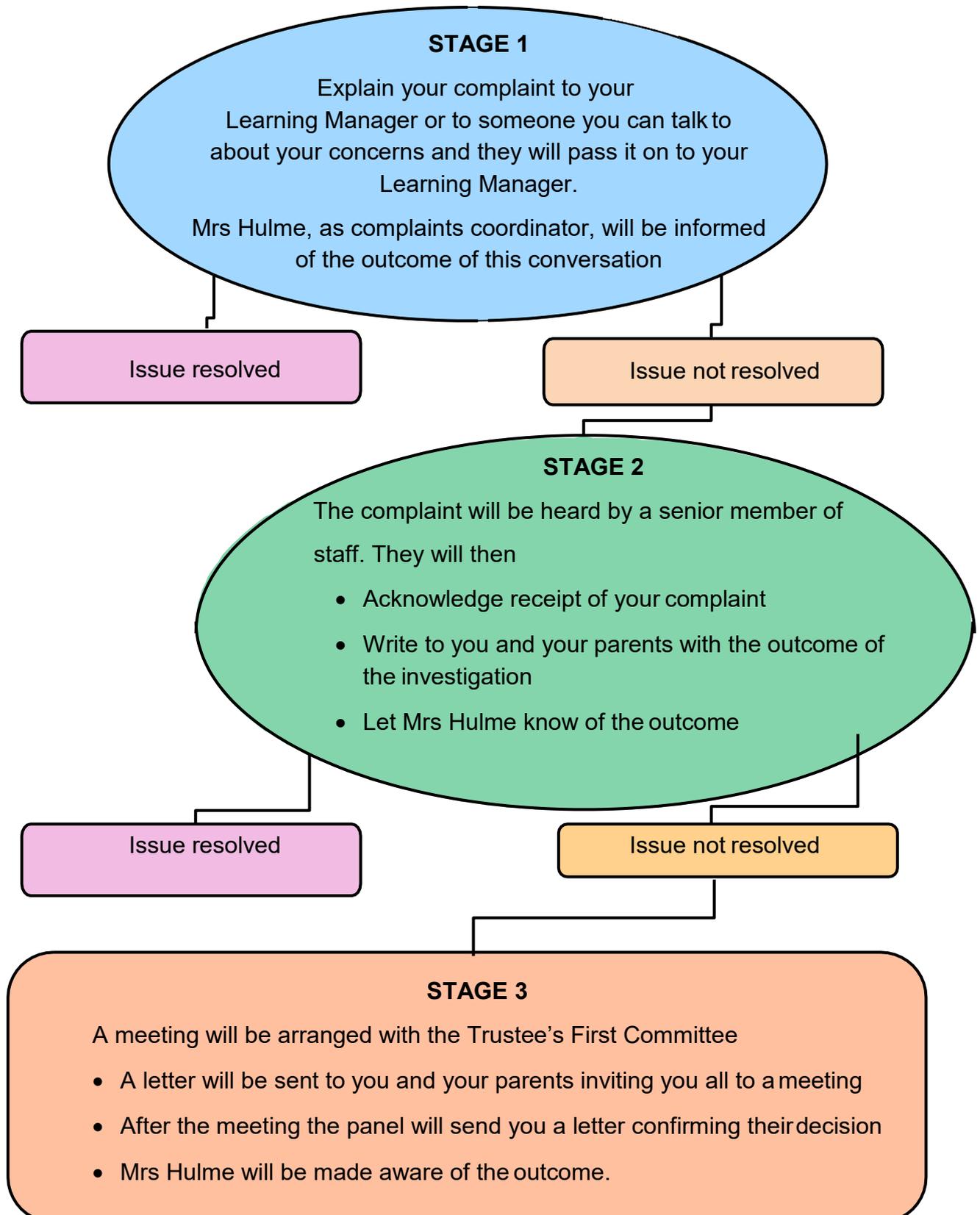


# **Idsall School Complaints Procedure for Students**



## Why do we need a Complaints Procedure?

- It has been recognised that it is in everyone's interest that complaints are resolved at the earliest possible stage and the Complaints Procedure is designed to enable this to happen.
- The Complaints Procedure gives you a clear path to follow if you have a complaint.
- It explains what will happen at each stage of the procedure



## **STAGE 1: Complaint heard by Head of Year**

To resolve the complaint at the earliest possible stage, the first person you should speak to is your Head of Year. If you feel unable to speak to this person, you can speak to a member of staff who you feel more comfortable with and they will inform Mrs Hulme who is the complaints co-ordinator. She will then arrange for you to discuss your complaint officially with a selected member of staff. If the complaint you have concerns the Headteacher, Mrs Hulme will inform the Chair of Trustees.

The main focus is to ensure that your complaint is dealt with fairly and accurately.

## **STAGE 2: Complaint heard by a senior member of staff**

If you are not happy with the way the complaint was handled at Stage 1, the next step is to speak to a senior member of staff. They will arrange for all information regarding your complaint to be collected. A decision will then be made on the action to be taken.

## **STAGE 3: A meeting will be arranged with the Trustee's First Committee**

Your parent/carer needs to write to the Chair of Trustees giving details of your complaint. A Trustee's First Committee Meeting will then be arranged.

This meeting will consist of 3 - 5 members who have been delegated power to hear complaints, individual appeals and make recommendations on school policies as a result of complaints. Although it will be a formal meeting, every effort will be made to ensure both you and your parents/carer feel comfortable and able to discuss your complaint.

### **The Responsibility of the Complaints Committee**

The panel can:

- dismiss the complaint completely or partly;
- uphold the complaint completely or partly;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the school's procedures to ensure that problems of a similar nature do not happen again.

The meeting will have a clerk who will:

- set the date, time and venue of the meeting, ensuring all are convenient to both you, your parents/carer and the committee members;
- collate any written paperwork and send to both your parents/carer and the committee members;
- record the proceedings;
- notify your parents/carer of the panel's decision.

### **Notification of the Panel Hearing**

The Chair of the committee will ensure that you and your parents/carers are notified of the panel's decision in writing. The letter will explain if there are any other rights of appeal and, if so, who your parents/carer should contact.

## Agenda for the Panel Hearing

- After introductions, your parents/carer will be asked to explain your complaint. This will then be followed by any witnesses that you have brought with you.
- The Headteacher may question you, your parents/carer and the witnesses after each of you have spoken.
- The Headteacher will then be asked to explain what actions the school has taken so far. This will be followed by any school witnesses.
- Your parents/carer may question both the Headteacher and the school's witnesses after each has spoken.
- The panel may ask questions at any point.
- Your parents/carer will then be asked to sum up your complaint.
- The Headteacher will then be asked to sum up the school's actions and response to your complaint.
- You, your parents/carer and the Headteacher will then be asked to leave while the panel decides on the issues. Your parents will be advised by the chair person that they will hear from the panel within a set amount of time.



## Idsall School Complaints Procedure

Please complete and return to the Clerk to Governors who will acknowledge receipt and explain what action will be taken.

Your name:

Student's name:

Your relationship to the student:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.  
(Who did you speak to and what was the response?)



What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

---

*Official Use*

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

