



## **Complaints Procedure Summary**

**A full copy of the College's Complaints Policy is available on the college website and a paper copy is available upon request.**

**Anonymous complaints cannot be dealt with under this procedure.**

### **Informal Stage**

In most cases complaints and concerns are successfully resolved by teachers, senior leaders and Headteachers. Complaints and concerns therefore, should initially be directed to the relevant Faculty Leader, your child's Student Progress Leader or a member of the Senior Leadership Team.

Following informal attempts to resolve the complaint the formal procedures can be used by the complainant where they are still unhappy with the outcome.

If you do not feel the issue has been resolved ask for the complaint to be passed to the Headteacher so that the issues can be addressed. The Headteacher will contact you to discuss your concerns.

### **1. Formal Stage 1**

The Headteacher will ask the complainant to put their complaint in writing, stating that they wish to make a formal complaint, using the official complaints form.

If the complainant has a disability and needs a reasonable adjustment, they can contact the college by telephone, or in person and we will arrange to meet with them at a mutually convenient time/date and help by writing out the complaint.

The Headteacher will then investigate the complaint and decide how best to resolve it. They will provide a written response outlining how the investigation was conducted and the outcome of the complaint, as well as offering the complainant the opportunity to discuss the outcome if appropriate.

The Chair of Governors will be informed that a formal complaint has been received.

If the Headteacher is not able to resolve the complaint and/or the complainant still remains unhappy the complaint should be dealt with at Formal Stage 2.

## 2. Formal Stage 2

The complainant will be informed that their complaint has been passed to, and how to contact, the Chair of Governors. The complainant should write to the Chair of the Governors.

The letter should include:

- The complainant's name
- The nature of their complaint
- The reasons why they are unhappy with the Headteacher's decision
- How they can be contacted.

The Chair of Governors will conduct an investigation and speak to everyone involved as soon as practicable, usually within 15 working days. They will provide a written response a further 5 working days after the conclusion of the investigation outlining how the investigation was conducted and the outcome of the complaint, as well as offering the complainant the opportunity to discuss the outcome if appropriate.

If the Chair of Governors is not able to resolve the complaint and/or the complainant still remains unhappy the complaint should be dealt with at Formal Stage 3, further guidance will be given on how to request a Governors Complaints Panel.

## 3. Governors' Complaints Panel

If the complainant is dissatisfied with the outcome of the Chair of Governor's investigation they should write to the Chair of Governors stating why and request that their complaint be referred to the Complaints Panel of the Governing Body.

The Complaints Panel will comprise three Governors who have not previously been involved in the complaint and/or do not have a personal or pecuniary interest. The Panel will make independent inquiries and hold a meeting to which the Chair of Governors, Headteacher and complainant will be invited. This is, wherever practicable within 10 working days of the request.

The complainant may be invited to attend the meeting if they wish. Accompaniment by a friend or other adult is acceptable. Children are not invited to attend.

The complainant should be informed of the Complaints Panel's decisions in writing within 2 working days.

The decision of the Complaints Panel is final.

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