

Ysgol Y Grango Complaints Procedure Policy



Date of last review	October 2022
Date of next review	October 2023
Review schedule	Annually
Leader of policy	Deputy Headteacher

Introduction

At Ysgol y Grango, we recognise that parents/guardians have a crucial role to play in supporting their children to succeed at school and we encourage a good partnership between the home and school. Visits by parents/guardians to school, reports, newsletters and open evenings further strengthen this partnership.

There may be occasions when problems occur and in most cases these are usually sorted out quickly at the informal stage. However, if you have a concern about the school, you may wish to complain formally. We aim to make our complaints procedure easy to follow.

Aims

- To be open fair and honest when dealing with any complaint.
- To encourage resolution of problems by informal means wherever possible.
- To respond to complaints within a reasonable time and in a courteous and efficient way.
- Ensure a full and fair investigation.
- Address all points of issue providing an effective response where necessary.
- Take action where appropriate.

Definition of a Complaint

A complaint is an expression of dissatisfaction about the standard of service, action or lack of action. A formal complaint must be submitted in writing to the appropriate person.

What we expect from you

We believe that all complaints have a right to be heard, understood and respected. But school staff and governors have the same right. We expect you to be polite and courteous. We will not tolerate aggressive, abusive or unreasonable behaviour. We will also not tolerate unreasonable demands or unreasonable persistence or vexatious complaining. We have a separate policy to manage situations where we find that someone's actions are unacceptable.

What To Do If You Have A Concern Or Complaint About The School

Stage 1

You should contact the school first and discuss your concerns with a member of staff. This could be your child's Form Tutor, Progress Leader, Faculty Leader, Deputy Headteacher or Headteacher. Most problems can be dealt with successfully and promptly at this stage.

Stage 2

If you wish to pursue your complaint further, you will be asked to complain formally in writing to the Headteacher (see Appendix A: Complaints Form). The school will let you know that it has received your complaint within 5 school days. You will be given the results of the Headteacher's investigation in writing, normally within 15 school days. However, where appropriate or necessary, the LA will investigate a complaint on behalf of the school and report to the Chair of Governors.

If your complaint is about the action of the Headteacher, you should complain directly to the Chair of Governors. (See Stage 3)

Stage 3

If you are still unhappy with the situation, your next step is to formally write to the Chair of Governors making the substance of your complaint clear.

The Chair of Governors will ask the Clerk to the Governing Body to let you know that he or she has received your complaint, usually within 5 school days. A meeting of the Governing Body Committee charged with dealing with complaints will be convened.

The Committee will usually meet 10 school days after the Chair of Governors receives your letter. You will receive a letter in advance of the meeting containing full details of the process and what will happen at the meeting of the committee. You will be invited to attend. Please note you may bring a relative or friend with you to the meeting to support you if you wish.

You will be told in writing about the committee's findings, normally within 5 school days from the date of the meeting.

Stage 4 : Review by LA

You may believe that your complaint was not handled fairly according to the school's own complaints procedure. In this case, you can ask the Local Authority (LA) to investigate.

Stage 5: Review by WG

Should you still feel dissatisfied following the LA's investigation, you may approach the National Assembly for Wales for a review of the process undertaken.

Appendix A: Complaint Form

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned. If you are a pupil the school will help you complete this form, will explain it to you and will give you a copy of it when it is completed.

Name of school: _____

A. Your details	
Surname	
Forename (s)	
Title:	Mr / Mrs / Miss / Ms / Other
Address and Postcode:	
Daytime phone number:	
Mobile phone number:	
Email address:	
How would you prefer us to contact you?	
B. If you are making a complaint on behalf of someone else, what are their details?	
Their name in full:	
Address and postcode:	
What is your relationship to them?	
Why are you making a complaint on their behalf?	
C. About your complaint (continue your answers on separate sheets of paper if necessary)	
C.1. Name of the school you are complaining about:	
C.2. What do you think then did wrong or did not do?	
C.3. Describe how you have been affected:	

C.4. When did you first become aware of the problem?	
C.5. If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before:	
C.6. What do you think should be done to put matters right?	
C.7. Have you already put your complaint to a member of staff? If so, please give brief details about how and when you did so.	

Signature of complainant: _____ **Date:** _____

Signature if you are making a complaint on behalf of someone else: _____
Date: _____

Please send this form and any documents to support your complaint to: The Headteacher.