

**NEW RIVER COLLEGE  
COMPLAINTS POLICY  
(PARENTS & CARERS)**



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## Dealing with Complaints Issues within the School

The governing body of New River College is responsible for ensuring the proper and just consideration of complaints.

It is important that complaints are handled speedily, efficiently and as amicably as possible. In this way school is able to maintain a fair and responsible approach to all complaints they receive. Schools will monitor all complaints they receive in order to carry out a self-review of their procedures and make any necessary adjustment. It is good practice for Governing Bodies to review the Complaints Procedure annually. Schools are also required to provide statistics on complaints so that overall monitoring can be carried out to advise all schools and the authority on improvements to practice. The LA may also require details of any complaint and its consideration in order to answer formal enquiries from the Department for Education or others. The school will be consulted before any response to such enquiries is made.

Advice to Headteachers and governors on the handling of complaints is available from the Governing Body Services section for those schools which use this service.

The School Complaint's procedure sets out three stages for dealing with complaints within the school. These are:

- the informal stage within the school;
- the formal complaint (Stage 1) - heard by the Complaints Committee of the governing body or a nominated Lead Governor for complaints;
- the formal complaint (Stage 2) - heard by an Appeals Committee of the governing body.

## The Informal Stage

The complainant should contact the Deputy Headteacher / Head of Centre to discuss the problem or complaint, or complete a Complaint Form.

Following the discussion/meeting, with the Deputy Headteacher / Head of Centre, the complainant will be informed in writing by the Deputy Headteacher / Head of Centre:

- any action taken or proposed to be taken to resolve the complaint;
- the complainant's right to submit a complaint to the Executive Headteacher.

The Deputy Headteacher / Head of Centre will record the action taken and, in the event of a complaint submitted to the Executive Headteacher, will ensure that it is forwarded to the Executive Headteacher.

Complainants who contact Islington Council directly will be advised of the school's complaints procedure and advised to discuss the matter with the Deputy Headteacher / Head of Centre first. Unless the complainant wishes otherwise, the Deputy Headteacher / Head of Centre will be informed of the concern raised and asked to contact the complainant to seek a resolution through the school's complaints procedure.

If it is clear that the complaint is about the Deputy Headteacher / Head of Centre, the complainant will be advised of the school's complaints procedures and advised to contact the Executive Headteacher.

Following the discussion/meeting, with the Executive Headteacher, the complainant will be informed in writing by the Executive Headteacher;

- any action taken or proposed to be taken to resolve the complaint;
- the complainant's right to submit a formal written complaint to the Governing Body through the clerk if the complainant is still dissatisfied.

The Executive Headteacher will record the action taken and, in the event of a formal complaint being submitted, will ensure that it is forwarded to the Governing Body.

If it is clear that the complaint is about the Executive Headteacher, the complainant will be advised of the school's complaints procedures and advised to contact the Chair of Governors. Unless the complainant wishes otherwise, the Clerk will inform the Chair and the Executive Headteacher of the concern raised and ask the Chair to seek a resolution through the school's complaints procedure. The Chair of Governors may be able to resolve the complaint at the informal stage.

## The Formal Stage

### Stage 1 – Complaint to the Governing Body

The Governing Body will establish a Committee of Governors to hear any formal complaints made, or nominate a Lead Governor to deal with formal complaints.

If a complainant is dissatisfied with the Executive Headteacher's response or if the complaint is about the actions of the Executive Headteacher, s/he can request that the complaint is referred to the Governing Body.

The Executive Headteacher will inform the complainant of the need to submit a formal written complaint to the clerk to the Governing Body and will supply the name and address of the clerk to the Governing body for this purpose.

In the case of a formal complaint against the Executive Headteacher, the Clerk to the Governing Body will immediately upon receipt of the complaint send an acknowledgement and confirmation that a formal hearing will be convened within twenty school days. The Clerk to Governors will then immediately forward the complaint to the Chair of the Complaints Committee/Lead Governor to

convene the hearing. The Chair or Lead Governor may ask the Executive Headteacher to conduct further investigations of the facts for presentation at the hearing. In the event that the complaint is about the actions of the Executive Headteacher, the Chair of Governors may, if unable to resolve the matter informally, seek to engage an independent person to act as an investigating officer to establish the facts. The Governor Services Section may be able to offer assistance in this.

A complaints hearing by the Complaints Committee/Lead Governor will be convened within 20 school days of the receipt of the formal complaint.

The Clerk to the Complaints Committee will send a letter to the complainant stating the date, time and place of the hearing at least 10 working days before the hearing. The letter should enclose a copy of the complaints procedure. If the complainant wishes to submit a written statement or refer to any additional documents in his/her possession, copies should be sent to the Clerk/Chair of the Complaints Committee/Lead Governor seven working days before the date of the meeting in order that sufficient copies can be made available to the Complaints Committee/Lead Governor. Similarly if any investigation report is prepared by the Executive Headteacher or other person at the request of the Chair of Governors, it should be available seven working days before the hearing for circulation. Any papers to be considered at the hearing should be made available both to the Committee and to the complainant and the Executive Headteacher at least 3 days before the hearing.

The names of any witnesses to be called by the complainant or Executive Headteacher should be notified to the clerk/Chair of the Complaints Committee/Lead Governor, seven working days before the hearing and should be notified to the Committee, the complainant and the Executive Headteacher at least 3 days before the hearing.

## The Hearing

The aim of the hearing is to resolve the complaint and achieve a reconciliation between the school and the complainant. Governors should seek to remedy matters wherever possible.

Introduction of previously undisclosed evidence or witnesses should be a reason to adjourn the hearing so that the other side has the time to consider the situation.

The meeting should consider the complaint as informally as possible, however, the meeting should be structured to ensure that it is effective.

The complainant will be informed of the decision where possible within 3 school days of the meeting.

## The Formal Stage

### Stage 2 – Complaint to the Appeals Committee

This stage applies if following the hearing under Stage 1 of the procedure and the complainant is not satisfied with the outcome, and wishes to appeal against the decision.

Any appeal against a decision under Stage 1 of this procedure must be lodged with the Clerk to the Governing Body within 20 working days of the issue of the notification of the decision in writing. The Clerk to the Committee will acknowledge it and refer it to the Chair of the Appeals Committee

The Governing Body will establish an Appeals Committee of Governors to hear any appeals made against the decision of the Complaints Committee.

The appeals committee shall comprise at least as many governors as involved in the Stage 1 hearing of the complaint

The appellant must state very clearly the grounds on which the appeal is being made and specify whether the appeal is against

- the decision of the Governors' Complaints Panel
- and/or - the conduct of the hearing.

The Chair of the Appeals Committee will arrange for a special meeting of the Appeals Committee to be convened within 20 working days of the receipt of the formal appeal.

The Clerk/Chair of the Appeals Committee will send a letter to the complainant stating the date, time and place of the appeal hearing at least 10 working days before the meeting. Any documents relevant to the appeal will be enclosed with the letter. If the complainant wishes to refer to any additional documents in their possession then copies should be sent to the Clerk/Chair of the Appeals Committee seven working days before the date of the meeting in order that sufficient copies can be made available to the Appeals Committee.

## The Appeal Hearing

As in the case with Stage 1 of the procedure, the aim of the meeting is to resolve the complaint and achieve a resolution between the school and the complainant. Governors should seek to remedy matters wherever possible.

Governors may wish to enlist the services of an independent person to sit on the Appeal Committee. Any expense paid to an independent volunteer serving on an appeals Committee would be the responsibility of the school.

The meeting should again consider the appeal as informally as possible. Governors may wish to follow the same procedure for the conduct of the appeals meeting, as set out in attached Appendix A.

The Appeals Committee will consider the complaint and the case made by the complainant and;

- reach a decision on the complaint appeal and their reasons for it;
- decide upon any action to be taken or recommended including details of any request made to those complained against to take particular action to resolve the complaint.

The hearing will be minuted and notification of the outcome of the meeting will be sent to all parties within, where possible, 3 working days of the hearing

The Appeal Committee's decision will be final on behalf of the school and the Governing Body, and will be notified to the complainant in writing, and to the members of the Complaints Committee.

## APPENDIX A: Procedure for the Conduct of the Hearing

Set out below is a procedure that Complaints Committees can follow for the conduct of the hearing:

- (i) The complainant shall explain the nature of her/his complaint and may submit a written statement, to the hearing.
- (ii) The Executive Headteacher and the Committee/Lead Governor may question the complainant about the complaint and why it has been made.
- (iii) If any investigation report has been produced at the request of the Chair of Governors by the Executive Headteacher (or another person) it will be considered. If the report is produced by a person other than the Executive Headteacher, the person may be present at the hearing and answer questions of clarification for the complainant, the Executive Headteacher and Committee/Lead Governor. Otherwise the Executive Headteacher will respond to the complaint.
- (iv) The complainant and the Committee/Lead Governor may question the Executive Headteacher about her/his response to the complaint.
- (v) The Committee/Lead Governor, the Executive Headteacher and the complainant shall have the right to call witnesses where there are disputes as to the fact.
- (vi) The Committee/Lead Governor, the Executive Headteacher and the complainant shall have the right to question any such witnesses.
- (vii) The complainant may make a final statement.
- (viii) The Executive Headteacher may make a final statement.
- (ix) The Chair of the Committee/Lead Governor shall explain that the complaint will now be considered and a decision reached which will be notified to the complainant and the Executive Headteacher in writing.
- (x) The complainant and the Executive Headteacher will then leave the meeting.
- (xi) The complaints Committee/Lead Governor will consider the complaint and the cases made by the complainant and Executive Headteacher and:
  - reach a decision on the complaint and the reasons for it;
  - decide upon any action to be taken or recommended including details of any request or direction to those complained against to take particular action to resolve the complaint.
- (xii) Notification of the decision will be sent to the complainant and to the Executive Headteacher in writing and setting out the right of appeal against the decision.
- (xiii) The letter sent to the complainant informing her/him of the decision concludes this stage of the procedure.

**APPENDIX B: Complaints Form**

**A. Personal Details**

Title: \_\_\_\_\_ Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: Day \_\_\_\_\_ Evening: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

**B. Alternative Contact**

If you don't have a daytime contact number, but can be contacted through a friend or relative, or through someone at an advice centre, please give their name and telephone number:

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

**Details of Complaint. Please fill in Sections C, D, E & F**

**C.** Does the complaint concern your child? YES NO (If no move to Section D)

What is your child's name? \_\_\_\_\_

Date of Birth \_\_\_\_\_ Date(s) of incident \_\_\_\_\_

**D.** Does the complaint concern the a) Executive Headteacher b) Deputy Headteacher  
c) Teacher d) Other member of staff e) Other pupil f) School Premises g) Other

If your answer is c) please specify: \_\_\_\_\_

**E.** Was the matter raised with the Head? YES NO If yes, Date: \_\_\_\_\_

Was the matter raised with the LEA? YES NO If yes, Date: \_\_\_\_\_

**F.** Please give a brief outline of complaint or concern, including any action taken by the Deputy Headteacher / Head of Centre

Signature \_\_\_\_\_ Date: \_\_\_\_\_