



If you can dream it...
Ysgol Bae Baglan

Ysgol Bae Baglan Complaints Policy and Procedure

MONITORING AND EVALUATION OF POLICY

This policy will be reviewed annually.

Date passed by Governing Body: Oct 2nd 2019

Chairman *E. Williams*

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1. Introduction

What is a Complaint?

A complaint is an expression of dissatisfaction, whether made orally or in writing. This policy addresses general complaints. Complaints about the curriculum, collective worship, racist incidents or provision for children with special educational needs are dealt with under separate procedures.

How does the Staged Approach Work?

The staged approach is designed to ensure that every effort is made to deal with complaints informally at school level in partnership with the complainant. The formal stages should only be triggered in exceptional circumstances:

Stage 1 is the informal stage. In the case of a complaint by a parent, the class teacher or head teacher will receive the first approach and the majority of issues should be resolved at this stage. In the case of a complaint by a member of the public, the school office should be the first point of contact. A decision will then be made as to which member of staff is best placed to deal with the complaint.

•Stages 2 and 3 are formal stages involving the Headteacher and governing body.

The model policy is designed to manage all complaints but complaints vary in their nature and complexity. Therefore, the school will need to consider at which stage a complaint should be dealt with when it is initially raised and which member of staff is best placed to deal with it.

Principles and Procedures

Our principle aim is to deal with complaints:

- Openly
- Fairly
- Promptly
- Without prejudice

Our procedure for dealing with complaints will be:

- Be publicised in the School Prospectus
- Be simple to understand and follow
- Be focused on outcomes
- Have established time limits for action
- Keep people informed at all stages
- Where necessary, respect people's desire for confidentiality

- Be carefully monitored and evaluated
- Provide information to the school's senior management team so that the school's procedures can be improved

An Overview - Role of the School's Complaint Co-ordinator

The school's Complaints Co-ordinator is the Headteacher. The Headteacher is responsible for the operation and management of the school complaints procedure and will be able to provide further information on request.

Guidance on the each Stage of the Procedure

There are three stages to this procedure:

- Stage 1 is **informal**
- Stages 2 and 3 are **formal**

Any person expressing continued dissatisfaction should be advised of the next stage in the procedure.

Stage One: Discuss concerns informally with the relevant teacher.

- Complainants are advised to speak to the teacher concerned so everyone has a clear picture of the situation from all points of view. Most problems can be resolved at this informal stage.
- If the complainant indicates that he/she would have difficulty in discussing a complaint with a particular member of staff, the complaint may be referred to another member of staff. This member of staff may not necessarily be more senior.
- The member of staff who is dealing with the complaint should ensure that the complainant is reassured that the matter will be investigated and is clear what action has been agreed. All staff should be aware of the need for confidentiality.
- A brief record of any telephone calls, meetings and agreed actions should always be kept although it is not always necessary to provide the complainant with a written record at this stage. The designated teacher dealing with the complaint should monitor these records.
- If either the complainant or staff member feels the matter needs to be taken further, the Headteacher or a senior member of staff should be contacted.

Stage Two: Discuss concerns formally with the Headteacher or a Senior member of staff.

- More serious concerns which remain unresolved at the end of Stage 1 should be referred to the Headteacher or a senior member of staff. An investigating officer will be appointed and they will then investigate the matter further. Any meetings that are held with the complainant in relation to the complaint should be arranged within 10 school days. However, more complex complaints may require an extension to this time limit.
- A log of all contacts relating to the complaint should be kept.
- The Headteacher or Senior Teacher should communicate the outcome to the complainant either verbally or in writing. Any agreed actions should be put in writing.
- If, as a result of the investigation, issues arise relating to staff discipline or capability, **details should remain confidential to the Headteacher**. However, the complainant should be informed that the school has taken appropriate follow-up action.

Stage Three: Make a formal complaint in writing to the Chair of Governors (or a nominated Governor) who will convene a Complaints Panel.

- Governors should only proceed with this formal stage of the Complaint Procedure if they have received a complaint in writing addressed to the Chair of Governors and **all previous stages have been exhausted**.
- Acknowledgement of the written complaint should normally be sent by the clerk to the governing body within 5 school days.
- It is essential that this process is fair and objective. **To avoid a conflict of Interest, it is vital that the full governing body does not hear the complaint at this stage**. Any governor who has been involved with the complaint at an earlier stage would be unable to give objective consideration to the issue.
- It is for the governing body to agree upon the procedures for the Complaint Panel meeting. However, the governing body will usually convene a small panel of 3 - 5 governors who have not previously been involved in the complaint. The panel will usually meet within 15 school days of receiving the complaint.
- The Chair of the panel should notify the Headteacher and the complainant as to whether they will be invited to attend the panel meeting. Alternatively, the panel may decide to consider written material only. Both parties must be treated equally. For example, if the Headteacher is invited to the meeting, so must the complainant.
- If the complaint relates to a staff disciplinary or capability matter about which the Headteacher has already taken action, the governors should focus on how the original complaint was managed to avoid prejudicing any ongoing disciplinary or capability procedures.

- The headteacher and complainant should be informed of the Panel's decision in writing within 10 working days
- This is the final stage in the school's Complaint's Procedure

Handling Complaints From or Involving Pupils

Have your say

Do you have a suggestion, concern or complaint?

By working together we can make a difference.

We want you to feel safe and happy at school, but sometimes you may feel worried, have a concern or want to make a suggestion. We also want to hear about areas of school life that you enjoy and value.

If you are worried about something please tell a member of staff straight away so that we can look into it. We will take your concerns and any issues that you raise very seriously.

If you don't want to raise the concern yourself, you can ask a member of the school council, a member of staff or someone else you trust to take the matter up on your behalf. Normally in this school the deputy Headteacher will do this.

When you raise a suggestion, concern or complaint:

- we will listen to everything you say
- we will ask you questions to help make things clear
- we will treat you fairly
- someone can help you, such as a parent, friend, relative or someone else
- the person dealing with your concern will tell you what is happening

Privacy

Usually, we will not tell anyone about what you say unless they are involved in dealing with your concern. Sometimes we will tell other people, for instance, if you or someone else is in danger of being hurt or upset. If this is the case we will explain it to you.

When you have a concern or complaint against another person, then that person will normally have a right to be made aware of the concern or complaint and be allowed to give their side of the story.

School Council

If your concern or suggestion affects the whole school or a group of pupils, we might suggest that the school council considers it or you might want to ask the school council yourself.

We all want our school to be safe, caring and successful – the best it can be.

With your help we can make it so.

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, and will explain it to you and give you a copy when completed.

Your Details

Surname	
Forename(s)	
Title: Mr/Mrs/Ms/Other	
Address and Postcode	
Daytime Phone Number	
Mobile Phone Number	
email address	

Preferred method of contact: letter / email / telephone

A. If you are making a complaint on behalf of someone else, what are their details?

Their full name	
Address and Postcode	
Daytime Phone Number	
Mobile Phone Number	
email address	

B. About your complaint (Continue your answers on separate sheets if necessary)

C1. Name of the school you are complaining about.

C2. What do you think they did wrong or did not do?

C3. Describe how you have been affected

C4. When did you first become aware of the problem?

C5. If it is more than two months since you first became aware of the problem, please give the reason why you have not complained before.

C6. What do you think should be done to put matters right?

C7. 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.

Signature of complainant:

Date:

Please send this form and any supporting documents to:

Ysgol Bae Baglan
Seaway Parade
Port Talbot
SA12 7BS

OFFICIAL USE

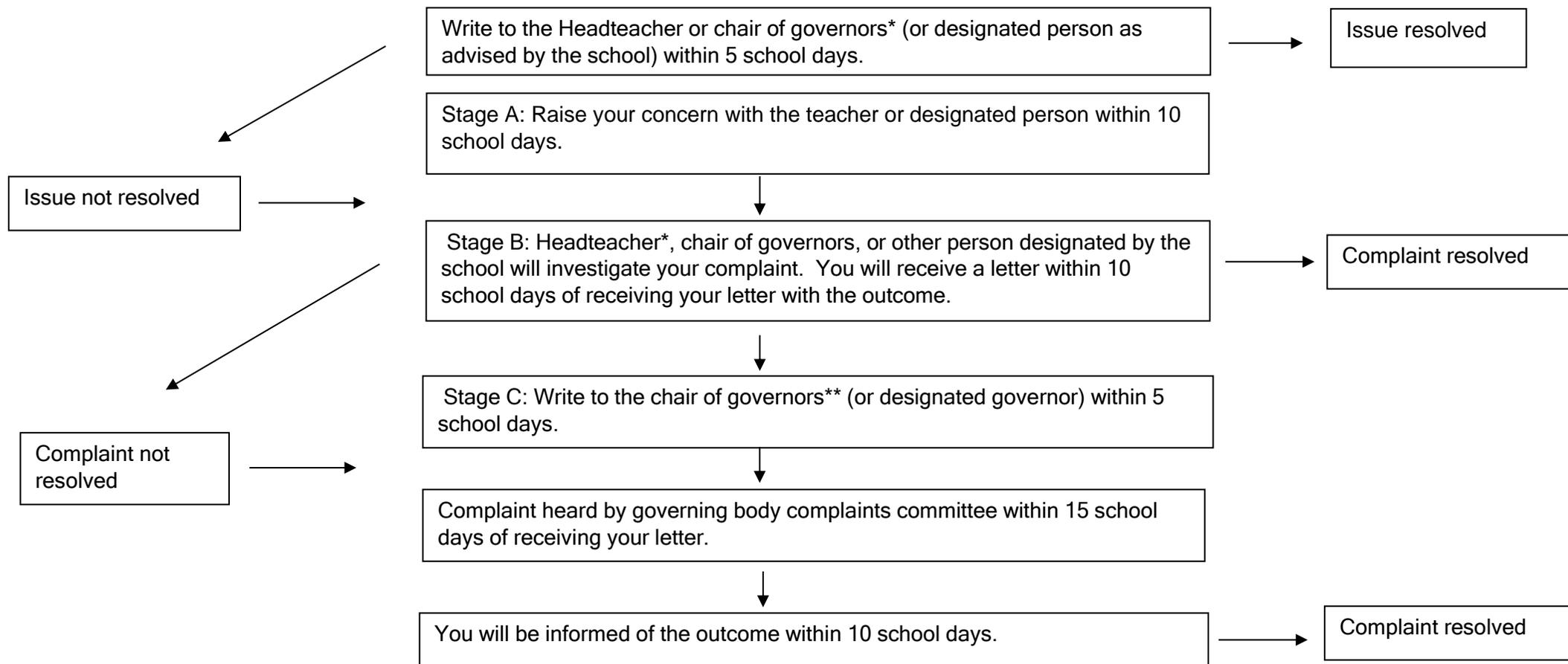
Date acknowledgment sent:

By whom:

Complaint referred to:

Appendix B: Summary of dealing with concerns or complaints

This procedure will be followed in the event of a concern or complaint about the school provided that the concern or complaint does not fall under other statutory procedures.



*If the complaint is about the Headteacher you should write to the chair of governors

** If the complaint is about the chair of governors you should write to the vice chair

All timescales shown are targets and are flexible; however it is in everyone's interest to resolve a complaint as soon as possible.

The school will work with you to ensure that time is allowed to deal with your concern or complaint is reasonable and helps to achieve an answer to the problem.