



## COMPLAINTS PROCEDURE

### **Policy statement on equality and diversity**

The School will promote equality of opportunity for students and staff from all social, cultural and economic backgrounds and ensure freedom from discrimination on the basis of disability, gender, race, age, religion or belief, and sexual orientation.

Equality and diversity are integral to the School's priorities and objectives. We will support inter-faith and inter-cultural understanding and engage all students in playing a full and active role in wider engagement with society.

## COMPLAINTS POLICY

### Introduction:

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. The Mosslands School is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

The prime aim of The Mosslands School's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

The following details outline the stages that can be used to resolve complaints.

### **The Mosslands School Complaints Policy has four main stages.**

In summary they are as follows:

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| Stage 1 | A concern is raised informally with a staff member.   |
| Stage 2 | Formal complaint is heard by the complaints co-ordinator or an appropriate member of staff. |
| Stage 3 | Complaint is heard by head teacher.   |
| Stage 4 | Complaint is heard by Governing Body's Complaints Appeal Panel.                             |

### **Stage 1 – Raising a concern**

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact with the relevant pastoral **House Office**. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the school within 10 school working days. The school will then look at your complaint at the next stage.

### **Stage 2 – Complaint heard by the appropriate Assistant Headteacher.**

Formal complaints shall be put in writing and addressed to **The Headteachers' PA** who will direct it to the appropriate Assistant Headteacher. The complaint will be logged, including the date it was received. The school will normally acknowledge receipt of the complaint within 2 school working days of receiving it. In many cases this response will also report on the action the school has taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 school working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at stage 2 please write to or call the school within 10 school working days of getting our response. You will need to tell the school why you are still not satisfied.

### **Stage 3 – Complaint heard by Headteacher**

If the matter has not been resolved at Stage 2, the Headteacher will arrange further investigation. Following the investigation, the Headteacher may invite you to a meeting to discuss the matter and their investigations or give a written response within 10 school working days. If you are dissatisfied with the result at stage 3, you should let the school know within 10 school working days of getting the response.

### **Stage 4 – Complaint heard by the Governing Body's Complaints Appeal Panel**

If the matter has still not been resolved at Stage 3, then you should write to the Chair of Governors giving details of the complaint. The Chair or a nominated Governor will convene a complaints panel. The hearing will normally take place within 10 school working days of the receipt of the written request for Stage 4 investigation.

The aim of the Appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel's decision in writing within 3 school working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

**N.B.** In cases where the matter concerns the conduct of the Headteacher, the Headteacher and Chair of Governors will be informed of the complaint. The Chair will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body the member will be informed of the complaint.

### **The Governors appeal hearing is the last school-based stage of the complaints process.**

In exceptional cases it may be possible to refer the problem to an outside body such as the Ombudsman or Director of Education. Parents and carers can receive independent advice from both the National Confederation of Parent Teacher Associations and the Advisory Centre for Education, 1c Aberdeen Studios, 22 Highbury Grove, London N5 2DQ. Both organisations may offer advice but will not support individuals in pursuit of a complaint.

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