



Nettlebed Community School
High Street, Nettlebed, Oxon, RG9 5DA
Tel: 01491 641328
Email: office.2504@nettlebed.oxon.sch.uk
Headteacher: Mrs Bethany Greenwood

Policy for Complaints

STATUS:			
RECOMMENDED		STATUTORY	✓
REVIEW FREQUENCY		Two Years	
DATE OF POLICY		April 2019	
DATE OF LAST REVIEW		June 2017	
REVIEW DUE		April 2021	
COMMITTEE		Full Governing Body	
Signed: Chair of Governors			
Date:			



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Complaints policy

Introduction

In the event that you have a complaint, the following information is provided to help get the matter resolved. You can be assured that any complaint will be investigated in confidence, in a fair, thorough and sensitive manner. In order to ensure that any complaint can be thoroughly investigated and concluded as satisfactorily as possible, it should be raised as soon as practicably possible after the concern has come to light and in any event, unless there are extreme circumstances, within four weeks of the matter in question.

The Informal Level – talking to School

Stage 1: speak to the Class teacher and/or the Key Stage leader. The majority of complaints or concerns can be settled by discussing the matter with the appropriate class teacher. To arrange a meeting, please contact the school office.

Stage 2: speak to the Head teacher. If Stage 1 does not resolve the complaint, you should contact the Head teacher verbally or in writing via the school office. The Head will investigate the problem and seek to work with you to resolve it. The outcome of this stage of the complaint will be recorded in writing.

In rare circumstances where the Head teacher is not best placed to resolve the matter, you may be asked to move directly to stage 3 of the process (outlined below).

The Formal Level – contacting the Chair of Governors

Stage 3: If you are not satisfied that your complaint has been resolved via stages 1 and 2 you should inform the Head teacher within seven calendar days of the closure of stage 2. The Head teacher will provide you with contact details for the Chair of the Governing Body and a copy of this complaints procedure.

You should then submit a written complaint to the Chair within seven calendar days of the Chair's contact details being provided to you. Your letter should set out the complaint with a request that it be formally considered by the Governors.

If you have difficulty in expressing your thoughts on paper and need help, you can approach a member of the School staff or a Governor who will then, with your agreement, produce a written version of your complaint.

The Chair will acknowledge receipt of the complaint which will be investigated and considered by (usually) three members of a Panel. The members of the Panel will be completely impartial and will have had no links with your family or any prior knowledge of the complaint. If a member of staff is involved, that member will be informed.

In addition to submitting the formal written complaint, you will be invited to speak to members of the Panel about the complaint face to face. This meeting also provides the Panel with the opportunity to ask questions and seek to understand the complaint and any surrounding circumstances in greater detail. The Head teacher or a member of staff will normally be present at any such meeting. You may bring a friend, relative or,



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additionally, an interpreter. If you are unreasonably unable to attend the time proposed for such a meeting, it may go ahead in your absence.

The Chair will notify you in writing of the outcome after the Panel has considered your complaint and reached its conclusions. The notification will set out the Panel's findings, the reasons for its conclusions and will give details of any action which the Governors propose to take.

The school's management takes complaints extremely seriously and will always seek to deal with them with the appropriate level of priority. The intention is to reach and document a full and satisfactory outcome as quickly as possible.



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Action which will be taken by the School

If the School is found to be at fault, the Governors will take urgent action to correct the situation revealed by the complaint and any necessary corrective procedures will be put in place to prevent the situation from arising again in the future. If the investigation reveals no fault on the part of the School, you will receive a full explanation regarding the basis on which that conclusion has been reached.

If you are not satisfied

Stage 4: Once the local complaints procedure has been exhausted, you can formally make a complaint to the Secretary of State for Education and Employment under (i) Section 68 of the 1944 Act that the Local Education Authority or Governors have acted (or are proposing to act) unreasonably in respect of any function imposed by one of the Education Acts or (ii) under Section 99 of the 1944 Act that the Local Education Authority or Governors have failed to discharge a duty imposed by one of the Education Acts.

Complaints not relevant to the School

Stage 5: Not all complaints will be the responsibility of the School Governors and may need to be referred to the Local Authority or other Government Departments. The Governors will keep you informed of the progress of your complaint, whether dealt with internally by the School or externally by another authority.

Parents Addressing the Complaints Panel

Note: "Parents" includes guardians and relatives and could include a member of the public who has an interest in the School. The term is not intended to be exclusive.

If the parent wishes to address the Panel, he or she will be given seven calendar days' notice of the date of the meeting. Similar notice will be given to members of the Panel and to the Head teacher. The notification will include: the parent's written complaint; the Head teacher's report on the outcome of any informal investigation of the complaint; any other relevant document. The notification will state that the hearing will be conducted in private and the proceedings are confidential to those parties concerned, including the complainant.

The Chair of the Panel will introduce all those present. The Chair will, at that stage, confirm that the members of the Panel are impartial, have no links with the family and have no prior knowledge of the complaint.

The Panel of Governors controls the meeting. The intention is that the parent and the Head teacher should be allowed to present all the facts by adopting the following procedure:-

- The parent presents the complaint
- The Head teacher presents the findings of any initial investigation
- The Head teacher sums up the School's case
- The parent sums up his or her case

Members of the Panel are permitted to ask questions and make comments at any stage.



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A written record of the proceedings and decisions reached will be kept. The minutes of Panel meetings are confidential.

Further details of the OCC policy on which this policy is based can be found at http://schools.oxfordshire.gov.uk/cms/sites/schools/files/folders/folders/documents/HR/Policies/Complaints_Procedure_Guidance.pdf