

POLICY – COMPLAINTS PROCEDURE

All complaints that the school receives will be taken seriously. In many cases it will be possible for an immediate response to be given. However, if the complaint is of a particularly serious nature and cannot be dealt with immediately, it will be investigated and a response given in the timescales outlined below. Please be assured that every effort will be made by the school to reach an appropriate resolution. The Governors, not the LEA, carry the ultimate responsibility for resolving complaints within the school management system.

Informal Procedure

If you feel you need further clarification about concerns that you have regarding what the school is doing for your child then it is important to contact his/her Head of Year.

Please make an appointment to see your child's Head of Year. You should receive an appointment within 5 working days.

During the meeting, your child's Head of Year will listen to your concerns and then give one of two responses: -

- An immediate response to your concerns, or
- An invitation to a further meeting or a written/verbal response within 7 working days. This will give time to the Head of Year to look into the matter you raise more fully.

Formal Procedure

If you are not happy with the response you have received in the informal procedure or you feel that your original concern is of a more serious nature, then it is important to make use of the school's formal procedure as follows:

- Making a complaint about an aspect of education we provide should be done by contacting a member of the Senior Management Team, in writing.
- You may seek advice from reception staff as to who may be the most appropriate person to address your complaint.
- The school will acknowledge your complaint within 3 working days.
- You will be given an opportunity to talk to the appropriate member of the Senior Management Team.
- If you wish to make a complaint on behalf of someone else, you will be required to seek his or her agreement, to keep matters confidential. This agreement will be required in writing.
- The school will look into your complaint and tell you what they find and what action if any, they are going to take.
- You will be advised in writing, of any action or decision taken within 10 working days of making the complaint.
- If you are not satisfied with the way the school has handled the complaint or with the response, the next stage is to contact the Chair of the Governing Body.

Parents/carers may contact the Chair of the Governing Body via the Clerk to Governors, Mrs. K. Cooper on 01226 738521, or alternatively write into the school.

The Kingstone School has arranged for the Chairperson/a Complaints Committee of the Governing Body to investigate complaints on behalf of the school. The Chair of Governors will acknowledge receipt of a written complaint within 3 working days and inform the parent/carer of the procedure to be followed.

The three members of the Complaints Committee will investigate the complaint and report to the complainant within 10 working days of receiving the request.

The Complaints Committee may invite you and the Headteacher to a meeting to hear the issues and reach a resolution.

The parent/carer and the Headteacher may be accompanied by a friend/or advocate/or professional association representative.

Appeal Committee

If you are not satisfied with the outcome of the Chairperson/Complaints Committee's investigation, you may appeal to an Appeal Committee of the Governing Body. Their decision is final.

Referral to the Secretary of State or Local Government Ombudsman

If you feel that the Governing Body has failed to discharge its responsibilities or is acting or proposing to act unreasonably, complaints can then be taken to the Secretary of State for Education and Skills or the Local Government Ombudsman. The Secretary of State may contact the Governing Body or the LEA for more information in order to consider the complaint. The Secretary of State and the Local Government Ombudsman can be contacted as follows:

Contact: The Secretary of State for Education and Skills
Sanctuary Buildings
Great Smith Street
LONDON
SW1P 3BT
Tel: 0870 000 2288
Fax: 01928 794248
Email: info@dfes.gsi.gov.uk Dfes.ministers@dfes.gsi.gov.uk

The Local Government Ombudsman

Complaints about the maladministration of Local Authority services including the way it operates any general complaint procedure may be made to the Local Government Ombudsman.

Contact: Local Government Ombudsman for the East Midlands and North of England
Beverley House
17 Skipton Road
YORK
YO3 6FZ
Tel: 01904 663200

However, the Ombudsman does not look at internal school management matters and usually expects that thorough attention has been given to a complaint locally before investigation by the Ombudsman.