

# **Whitehall Junior Community School**



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## **Complaints Procedure**

**The school is committed to taking concerns seriously. There are three main stages to the Complaints Policy when following the Walsall guidelines**

- **A concern is raised informally with a staff member / Headteacher**
- **Formal complaint is heard by the Chair of Governors**
- **Complaint is heard by the Governing Body's Complaints Appeal Panel**

**If you have a concern**

**If you have a concern the school would like to hear about.**

- **You can be assured that whatever the nature of your concern the schools support for your child will not change in any way. All concerns will be properly considered.**
- **A school should be informed about a concern as soon as possible so that it can be investigated.**

**Many concerns can be quickly resolved with good will, often by making early contact with the class teacher.**

**While you cannot expect the school to always agree with your point of view, your concerns will be properly considered and if there are lessons to**

be learned which will prevent a problem arising again, then the school will take action.

Your role as parent or carer, and your views, are important . We are committed to listening to, and working with parents and carers.

### How to make a complaint

#### 1. Initial stage

If you have a concern this should be raised initially with a member of staff who will discuss the concern with the headteacher. This will be noted and an investigation carried out. The headteacher will report back verbally or in writing if requested. All parents and carers must conduct themselves in an appropriate manner. Following Walsall guidelines all staff should work in a safe environment without abuse or aggression. Any parent / carer who is not following this will be asked to leave the premises and may be prosecuted by Walsall.

The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied please write to the Chair of Governors within 10 days as set out below.

#### 2. Formal Stage

If the outcome of the initial stage is not satisfactory or you feel the investigation was not carried out effectively a formal complaint, in writing can be made to the Chair of Governors via the school. Governors have a responsibility to consider all aspects of a complaint to consider what action, if any should be taken.

Anonymous complaints will not be investigated.

Again parents / carers are reminded that throughout any communication they should conduct themselves in an appropriate manner free from aggression.

Governors will speak to you and conduct a further investigation. Again there will be verbal or written feedback concerning the outcome.

The investigation will be undertaken by the Chair of Governors or a nominated person acting on behalf of the Chair. The nature of the investigation will vary according to the complaint but may involve

- Establishing what and who was involved
- Clarifying the nature of the complaint and what remains unresolved
- Meeting / contacting complainant

- Interviewing those involved
- Keeping all relevant notes / minutes taken

Following this the Chair of Governors will write to the complainant outlining the findings. If you still remain concerned you need to let the school know within 10 school working days of receiving the findings of the Chair of Governors.

### 3. Formal Complaint

The final stage involves a panel of Governors. The Governors appeal hearing is the last school based stage of the complaints process. The request to appeal against a decision has to be in writing no later than 10 days after receiving notification of the outcome. The aim of the appeal panel is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant.

The hearing will normally take place within 10 school working days of the receipt of the written request. The panel will consider both sides of the investigation – complainant and the investigation of the Chair.

All parties will be notified of the panel's decision in writing within three school working days after the date of the hearing.

If you feel that this has still not formally resolved a complaint you need to be writing to Walsall Council / SERCO who will advise you on your next steps.

Chair of Governors -----

Reviewed as part of the overall school review cycle. This policy is reviewed annually.

