



COMPLIMENTS, COMMENTS AND COMPLAINTS

A Statement of Policy

Statement

These procedures should be read in conjunction with the LEA's leaflet for parents 'Your School - Compliments, Comments and Concerns'.

The school takes seriously all comments and complaints and will provide a swift response. It is committed to valuing all comments, compliments and complaints as contributions to the process of school improvement.

Aim

The aim of this document is to enable parents and members of the wider community to raise issues of concern and have them addressed as quickly as possible. It sets out the procedures for raising concerns and making complaints and the ways in which the school is expected to respond.

Definition

- ❖ Informal comment/compliment: *a reference to an issue which requires no reply or action by the school*
- ❖ Concern: *an issue which requires explanation/discussion*
- ❖ Formal complaint: *a serious concern which requires investigation and resolution*
- ❖ Complainant: *the person(s) making the complaint*
- ❖ Investigation: *an internal enquiry carried out by an independent senior member of staff or committee of the Governing Body as appropriate.*
- ❖ Key Person: *the person at the school identified to liaise with the complainant and provide him/her with an official response*

Objectives

Persons wishing to express concerns, make comments or complain should contact the school in one of the following ways. Written complaints from parents should always include the name of the complainant and the name of their child at the school, the date, details of the complaint and contact details (telephone number, address, e-mail address).

- ❖ **Informal comments/compliments** can be sent to the school by any convenient means: in the student organiser, telephone, e-mail, letter or directly to any member of staff. Email address: complimentsandcomplaints@wolgarston.staffs.sch.uk
- ❖ **Concern:** concerns relating to individual students should be recorded in the student's organiser or raised with the appropriate member of staff at a Parents' Evening. If a more immediate response is required, a letter or e-mail should be sent to the appropriate member of staff, relevant Curriculum Leader or Head of House. Concerns which are not specific to a particular student should be sent to the school's Senior Administration Officer or the e-mail address above. Concerns will be acknowledged within 10 working days (maximum) by telephone, e-mail or letter. If the concern has not been resolved within this time, this response will indicate the next steps and timescales, and the name of the key person dealing with the concern.
- ❖ **Formal complaint:**
 - **Step 1:** a letter or e-mail outlining the details of the complaint should be sent to the Headteacher (headteacher@wolgarston.staffs.sch.uk). This will be acknowledged within five working days (maximum) by letter from the Head who will organise an investigation. The acknowledgement will include an explanation of what will happen next, time scales involved and the name of the key person from whom they will hear next about the progress of the investigation. When the investigation has been completed, the complainant will be given a written response covering:
 - The complaint
 - The scope of the investigation
 - The conclusion of the investigation
 - Any action which has resultedThe complainant will be offered the opportunity to discuss the response.
 - **Step 2:** Where the complaint is not upheld by the investigation the complainant should appeal to the Chair of Governors who will further investigate the issue. He will respond to the complainant within 10 working days using the format outlined above.

- **Step 3:** if necessary, a further appeal may be made to the Corporate Director of Children & Lifelong Learning for Staffordshire County Council.

These steps must be followed in this order to avoid compromising the appeals process.

- ❖ **Records:** All concerns and responses relating to individual students will be recorded by the appropriate member of staff. Documents relating to all formal complaints and related documents, including records of phone calls, will be retained by clerk to the Governing Body.

Confidentiality: All details of concerns and complaints will be kept confidential except in so far as they need to be shared with people who might contribute to their resolution.

Commitment

The school is committed to responding honestly and promptly to all comments and complaints and respecting the concerns of all members of the school community.

Responsibilities

Ultimate responsibility for this policy's introduction and implementation lies with the Head Teacher in consultation with the Governing Body. It is important to recognise that all staff, students and parents/carers have an active part to play in the evolution, development and maintenance of this policy.

Date adopted by Governing Body: 9 July 2007
Date for Review: July 2008