

# Brownhills School



---

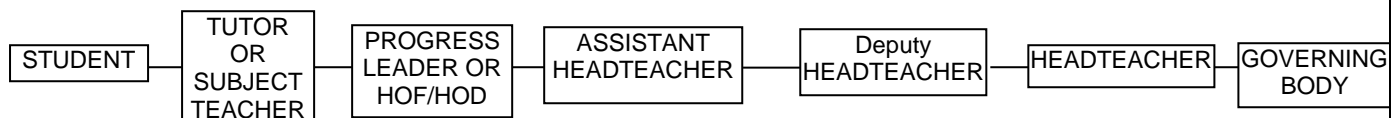
## COMPLAINTS POLICY AND PROCEDURES

---

**At Brownhills, we seek to achieve high standards in all that we do to meet the needs of students, parents and the community we serve. We must recognise however, that from time-to-time, we may not get everything right. What is important is the way in which we handle problems, complaints and how effectively we put them right.**

**Our approach to working in partnership means that if there are problems or complaints, students, parents and the community feel confident enough to let us know and to expect the matter to be investigated and dealt with promptly. We should feel able to see complaints as a positive rather than a negative process because they show us that our users share our high expectations and can help us achieve these by telling us when things are not right.**

**OUR COMPLAINTS PROCEDURES - STUDENTS:**



Should a student feel reason to complain, the first point of contact is the child's subject teacher or Form Tutor. If the matter is unresolved, the student's Progress Leader will be brought into the discussion and then the SLT or the Headteacher. If the matter requires further action or investigation, this will be undertaken by the Tutor, HOF/HOD, Progress Leader or senior staff depending on the seriousness of the problem.

We seek to be pro-active rather than reactive in picking up and dealing with problems and complaints from students just as we do from parents. For this reason, students are also encouraged to raise problems through regular day-to-day contact with their pastoral and teaching staff.

**OUR COMPLAINTS PROCEDURES - PARENTS & MEMBERS OF THE COMMUNITY**



If parents are unhappy about any aspects of their child's education or experience at school they are invited to talk to the child's Progress Leader or SLT. Usually, discussing the matter with this person, who they know well, is enough, to resolve any problems. Staff seek to deal with complaints as quickly as possible and are prompt to make arrangements for any further action required.

The Progress Leader/SLT will seek to

- establish what has happened so far and who has been involved
- clarify the nature of the complaint and what remains unresolved
- meet the complaint or contact them if further information is required
- clarify what the complainant feels would put things right
- interview those involved in the matter and/or those complained of
- conduct the interview with an open mind
- keep notes of the interview.

The Progress Leader /SLT's response to a complaint may include

- an apology
- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that the event will not happen again
- an understanding to review school policies in the light of the complaint.

Should the parent remain dissatisfied with the outcome of their complaint, they should be advised of the next stage which involves the complaint being dealt with directly by the Headteacher.

If, after discussion with the Headteacher, the matter remains unresolved, the Headteacher will seek to deal with the complaint utilising the same process and with the same potential outcomes noted above.

As we believe that parents should not feel they must go through a "chain" of appointments, they are not discouraged from seeing the Headteacher directly who, along with the Progress Leader or HOF/HOD, will meet parents to try to resolve the problem on a "one stop" basis.

The school will attempt to deal with these initial stages of the complaint within 15 working days.

Should the parent remain dissatisfied with the outcome of the complaint, it goes forward to Stage 2 of our Complaints Procedure involving the Governing Body (note that Stage 1 may be omitted if the complaint refers directly to the Headteacher).

## **Stage 2**

The complainant will be invited to submit their complaint in writing to the Clerk of the Governing Body.

The Clerk to the Governors will contact the Chair of the Governing Body and complaints Panel will be organised consisting of three Governors. This will not normally involve the Chair of Governors or any Governor who has been involved at a previous stage of the complaint.

The Terms of Reference of this Complaints Panel will be:

- To hear and determine individual complaints
- To make recommendations on school policy as a result of complaints
- To review the operation of our School's Complaints Procedure.

The complaints Panel will aim to resolve the complaint and will be held in private. The complainant, with the addition of "a friend" will be invited to attend the meeting as will the Headteacher, or deputy, to put forward their argument and viewpoints. Both the parent and school representative will be asked to leave the meeting for the Complaints Panel to decide the outcome.

The Governing Body Complaints Panel can

- Discuss the complaint in part or in whole
- Uphold the complaint in part or in whole

- Decide on appropriate action to resolve the complaint
- Recommend any changes needed to school policies and systems to avoid a re-occurrence of the complaint.

The Clerk to the Governors will write to the complainant to report the outcome.

In the event of the complaint remaining unresolved after Stage 2, parents or members of the community should be advised that, if they wish, they are open to find further redress of their complaint by writing to the Director of Education, Education Walsall.

### **PUBLICISING COMPLAINTS POLICY AND PROCEDURES:**

It is important that we use every opportunity to publicise our complaints procedure so that everyone knows how to raise a problem or complaint and how that complaint or problem will be dealt with.

The school's complaints policy and procedures will be communicated to students and parents through:

- In the school prospectus
- On the school's website
- In hand-out form - copies of this are kept in reception.
- Through tutorial work and progress review interviews with students

### **IN DEALING WITH COMPLAINTS IT IS IMPORTANT THAT:**

- Any colleague or governor dealing with a complaint deals with the person, courteously and in a helpful manner and follows procedures laid out in the complaints procedures, eg notifying the complainant of the outcome of any investigation, action taken and informing them of their right to pursue the matter further and how this can be done.
- All complaints need to be logged so that the complaint can be monitored and recorded. SLT are responsible for this.

***This Complaints Procedure complies with Section 29 of the Education Act 2002 Implementation of this policy and guidelines are the responsibility of all staff and members of the Governing Body.***

***Monitoring and review of its successful implementation will be undertaken by the Senior Leadership Team and Governing Body.***