



Parmiter's School

Complaints Procedure

INTRODUCTION

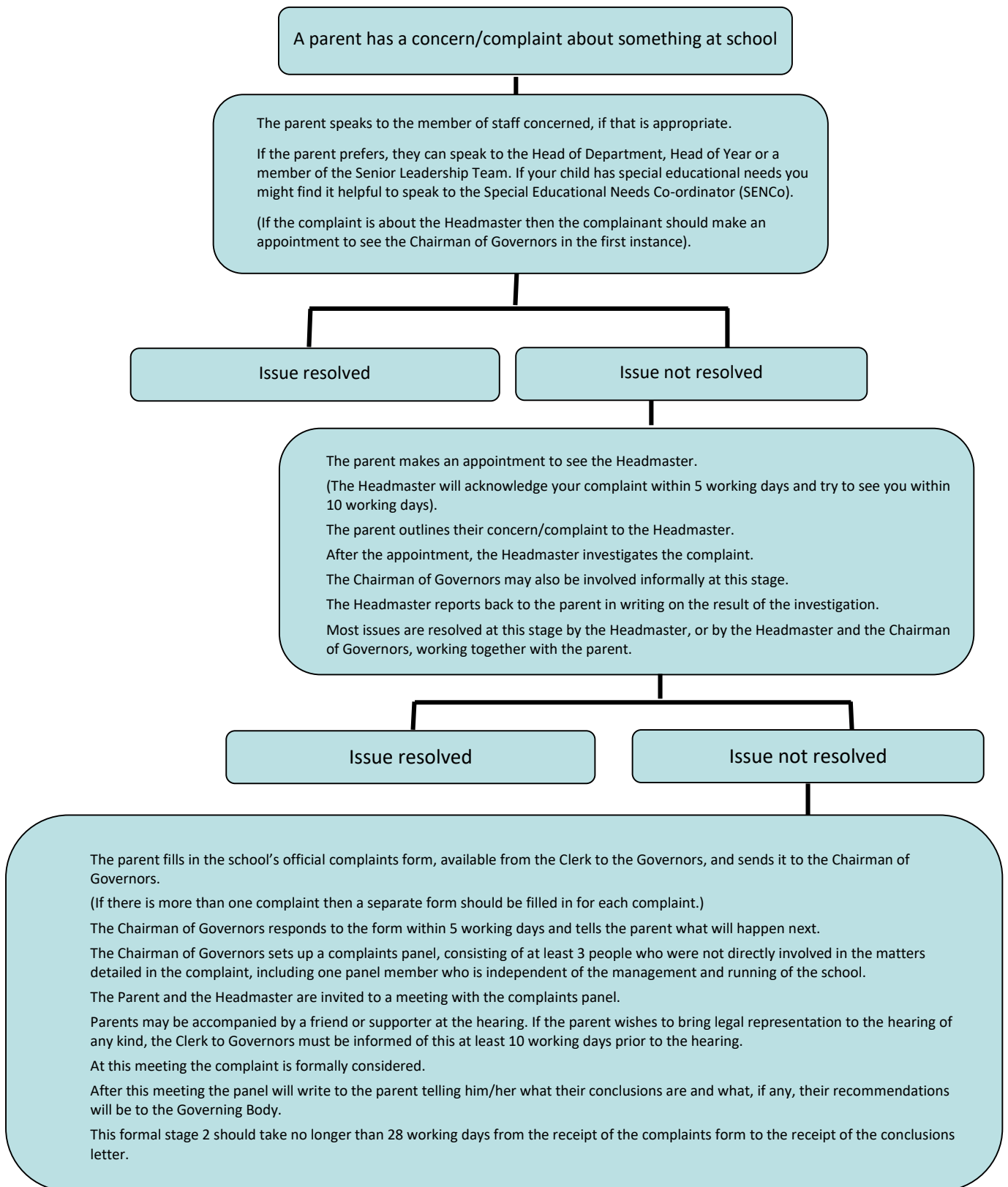
This Complaints Procedure has been based on the policy suggested by the Hertfordshire Local Authority, amended to reflect the school's Academy status.

This document sets out for parents and carers the procedure for making and dealing with complaints about matters at the school.

Within the ethos of Parmiter's School the Governors hope that most concerns can be resolved informally before they become a formal complaint. Furthermore Governors believe that all stakeholders in the school – students, staff, parents and carers, and the wider community – must treat each other at all times with a high degree of mutual respect. Unacceptable behaviour of any kind by a complainant at any time will mean that the school and Governors will investigate the complaint without the attendance of the complainant.

Summary of Complaints Procedure

INFORMAL STAGE – Stage 1



HOW TO COMMENT OR COMPLAIN AT PARMITER'S SCHOOL

We care about what you think

Each day the school makes many decisions and tries hard to do the best for each student. Your comments - either positive or negative - are helpful for future planning.

You may want to talk to us about a particular aspect of this school, though not actually make a complaint - you just want to get something 'off your chest'.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel able to contact us.

Our aims

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be looked into thoroughly and fairly.
- If your complaint is urgent we will deal with it more quickly.
- We will keep you up to date with progress at each stage.
- You will get an apology if we have made a mistake.
- You will be told what we are going to do to put things right.
- You will get a full and clear written reply to formal complaints within 28 school days.

First stage of the Complaints Procedure

At this stage the complaint is regarded as an **INFORMAL** complaint.

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing. We know that it can feel uncomfortable to question or challenge, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right. We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation.

If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the appropriate member of staff. You may prefer to speak to a Head of Department or a Head of Year or the Special Educational Needs Co-ordinator (SENCO) if it is about special needs. There may be occasions when it is appropriate for the complainant and the member of staff involved to have a further meeting at this stage.

If this approach does not resolve your concern, then you should speak to the Headmaster. You should make an appointment via the Headmaster's PA. The Headmaster will acknowledge your complaint within 5 working days and try to see you, whenever possible, **within 10 working days**. The Headmaster will listen to your concern/complaint. After the meeting with you the Headmaster will investigate your complaint and report back to you in writing **within 10 working days**. The Chairman of the School Governors may also want to speak with you at this informal stage. There may be occasions when the Headmaster and the Chairman of Governors work together at this stage to investigate and resolve the complaint. It should be possible to sort out your concerns by this stage. If this is not the case then there is a next step.

Second Stage of the Complaints Procedure

At this stage the complaint is regarded as a **FORMAL** complaint.

If you are not satisfied with the outcome of the first stage then you can complain **formally** by filling in the school's **Complaint Form** available from the Clerk to the Governors and at Annex A. If you have more than one complaint then you will have to fill in a separate form for each complaint. Send the completed form/s to the Chairman of the Governing Body at the school. The Chairman will acknowledge your complaint within **5 working days** and tell you what will happen next. The Chairman will arrange for your complaint to be investigated and considered by a panel, consisting of at least three people who were not directly involved in the matters detailed in the complaint, including one panel member who is independent of the management and running of the school.

As part of the investigation you and the Headmaster will be invited to attend a meeting with this panel to discuss your complaint. You will be given at least 15 working days' notice of the date and time of the hearing. You should submit any additional evidence you wish to bring to the attention of the panel 10 working days before the hearing, and you will receive details of any evidence submitted by the school 5 working days prior to the hearing. You will also be invited to bring a friend or representative with you if you wish. If you wish to have legal representation at the hearing the Clerk to Governors must be advised of this at least 10 working days in advance of the hearing. At this meeting all parties to the complaint will have the opportunity to ask questions via the Panel Chairman. The aim of the meeting will be to resolve the complaint and achieve reconciliation between the school and the complainant. When your complaint has been fully investigated you will be told of the outcome in writing, including any recommendations that might be made to the Governing Body by the panel as a result of the investigation. The timing of this second, formal, stage should be **28 working days** from receipt of the complaints form by the school to the receipt of the outcome letter by you. Sometimes, however, further investigations are necessary and new time limits have to be set. In this case you will be sent details of the new deadline and an explanation for the delay.

Third Stage of the Complaints Procedure

Most complaints are the responsibility of the Governing Body of the School and will be resolved by them using the above process. A small number of complaints are not resolved to the satisfaction of the complainant. In the event you are not satisfied that your complaint has been handled appropriately you should contact the Educational Schools Funding Agency (ESFA) via the schools complaint form https://form.education.gov.uk/fillform.php?self=1&form_id=cCCNJ1xSfBE&noLoginPrompt=1

The ESFA will only consider complaints where

- a) There has been undue delay or the school did not comply with its own complaints procedure when considering a complaint.
- b) Where the school is in breach of its funding agreement with the Secretary of State.
- c) Where the school has failed to comply with any other legal obligation

The ESFA cannot overturn the school's decision, but if they find the school did not deal with a complaint appropriately they can request that the school look at it again. If we did not meet with regulations they will ask the school to put that right and they may, on behalf of the Secretary of State, if appropriate, seek to enforce the decision under the terms of the school's funding agreement.

The contact details for the ESFA are:

Academies Central Unit (Academy Complaints)

ESFA

Earlsdon Park

53-55 Butts Road

Coventry

CV1 3BH

Email: academyquestions@efa.education.gov.uk

HOW THE SCHOOL WILL HANDLE COMPLAINTS MADE BY:

- A member of Staff about another member of Staff or the Headmaster.
- A member of the Governing Body about a member of Staff.
- A member of Staff about a member of the Governing Body.
- A member of Staff about the action/decision of the Governing Body.
- Members of the public (not Parents).
- A Parent whose child no longer attends the school.
- Anonymous complaints

Complaint made by one member of Staff against another (including the Headmaster)

Complaints from members of Staff are not covered by this procedure. They will be dealt with by the Headmaster (where appropriate) or the Chairman of Governors informally in the first instance. If this approach fails to resolve the issue, the next step would be for the Staff Grievance Procedure to be invoked (by the person bringing the grievance).

Complaint made by a Governor about a member of Staff

This will be dealt with through this complaints procedure. The Governor concerned will have to withdraw from any meeting at which the complaint or its outcome is being discussed. If the complaint is related to the conduct of a member of Staff, it may be dealt with through the school's Disciplinary Procedures.

Complaint by a member of Staff against an individual Governor acting in a personal capacity

The Chairman of the Governing Body (or the Vice-Chairman if the complaint is against the Chairman) should attempt to resolve the matter informally. If such a resolution is not possible, and with the agreement of the Governor concerned, a Complaints Panel will be set up to consider the matter as under the complaints procedure in this document.

Complaint by a member of Staff against the action/decision of the Governing Body

If the decision was taken at a meeting of the full Governing Body the matter will be put on the agenda for review at another meeting and if the decision was then confirmed that would be the end of the matter. If a committee or individual with delegated authority took the original decision then a Panel who were not involved in the decision will review the matter, ensuring that the member of Staff concerned was given an opportunity to state his/her case to the Panel. Any decision by the Panel will be final.

Complaint by a member of the public (not a Parent)

Complaints from members of the public will be dealt with by the Headmaster and beyond that the Chairman of Governors.

Complaint by a Parent whose child no longer attends the school

The purpose of this complaints procedure is to ensure that if an error has been made, or an injustice done, some action can be taken to remedy matters for the injured party. Where Parents have removed their child from the roll of a school it is clearly impossible for the Governing Body to put things right for that child. However, the Governing Body has a duty of care to the pupils who remain on roll and will investigate the circumstances to satisfy themselves that no-one had acted inappropriately and that procedures and policies had been followed correctly. Whilst no Complaint Panel will be convened, Parents will be informed whether the complaint had been upheld or otherwise and of any changes to practice and procedures which have been agreed by the Governing Body.

Anonymous complaints

Should a complaint be made anonymously, the school will not deal with it unless it receives at the same time evidence, which the school can independently verify, in support of the complaint.

Serial and Persistent Complaints

There may be occasions when, despite all stages of the complaints procedure having been followed, the complainant remains dissatisfied. A serial and persistent complaint is likely to involve some or all of the following:

- the complaint arises from an historic and irreversible decision or incident;
- contact with the school is frequent, lengthy, complicated and stressful for Staff;
- the complainant behaves in an aggressive manner to Staff when he/she presents his/her complaint or is verbally abusive or threatening;
- the complainant changes aspects of the complaint partway through the complaint process;
- the complainant makes and breaks contact with the school on an ongoing basis;
or
- the complainant persistently approaches the school (and in some cases the Local Authority) through different routes about the same issue in the hope of eliciting different responses.

If the situation is challenging but it is possible to proceed, Staff should avoid giving unrealistic expectations on the outcome of the complaint. In instances where there is a complete breakdown of relations between the complainant and the school, a decision may be made to restrict contact. Any restrictions imposed should be appropriate and proportionate. The options that schools are most likely to consider are:

- requesting contact in a particular form (e.g. – letters only);
- requiring contact to take place with a named member of Staff (e.g. – Headmaster);
- restricting telephone calls to specified days and times;
- asking the complainant to enter into an agreement about his/her future contact with the school; and
- informing the complainant that if he/she still does not follow this advice (as stated above) any further correspondence that does not present significant new

matters or new information will not necessarily be acknowledged, but should be kept on file.

If the complainant tries to reopen an issue that has already been examined through the complaints procedure, the Chairman of the Governing Body is able to inform them in writing that the procedure has been exhausted and that the matter is now closed.

Complaints about the Headmaster

If your complaint is about the Headmaster then the first thing to do is to write to the Chairman of Governors. The school office can tell you who this is. The Chairman of Governors will acknowledge your letter within 5 working days and inform you of the next step.

This Complaints Procedure is based on, but not identical to, that of Hertfordshire Local Authority. Copies of that document can be obtained at:

www.hertsdirect.org/scholearn/appeal/how

Useful contacts

Parmiter's School

High Elms Lane
Garston
Herts WD25 0UU
01923 671424

Chairman of Governors

Mr Alp Mehmet, who can be contacted via the Clerk to Governors, Mrs Helen Clark.

Secretary of State

Department for Education

Sanctuary Buildings
Great Smith Street
London SW1P 3BT

County Councillor for your area

Contact the Members Secretariat at County Hall
01992 556556

Educational & Skills Funding Agency

Academies Complaint and Customer Insight Unit

Cheylesmore House

5 Quinton Road

Coventry CV1 2WT

Email: complaints.ESFA@education.gov.uk

Local Authority -Parent Partnership (Special Educational Needs)

Helpline 01992 555847

In reviewing this policy the Governors referred to and gave consideration to the School's Equality Scheme.



Annex A

Formal Complaint Form (Stage 2 of Complaints Procedure)

Complainant details	
Name:	Title (Mr/Mrs etc)
Address:	
Postcode:	
Telephone Day:	
Telephone Evening:	
WHAT IS IT YOU WANT TO COMPLAIN ABOUT?	
HAVE YOU COMPLAINED TO THE HEADMASTER?	YES <input type="checkbox"/> NO <input type="checkbox"/>
WHEN DID YOU DO THIS?	Date: <input type="text"/>
WHAT HAPPENED WHEN YOU COMPLAINED TO THE HEADMASTER?	

WHAT WOULD YOU LIKE US TO DO TO PUT THINGS RIGHT?

Signed

Date

Please return this form to the:

**Chairman of Governors
Parmiter's School
High Elms Lane
Garston
Herts WD25 0UU**