

# GUIDANCE TO MAKING A COMPLAINT

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## Introduction

This document is guidance for making a complaint to Adeyfield School and briefly outlines the steps you can take to register any concerns you have. The school adheres to the HCC policy which can be requested from the school if you wish to make a formal complaint.

## Policy Statement

As a school we are committed to continuous improvement. Each day this school makes many decisions and tries hard to do the best for all the students. Your comments 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 may just want to get something 'off your chest'. Please let us know your views.

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 discuss these with us in the first instance and then follow the complaints procedure if needed.

## Our promise to you

- You will receive a response within 48 hours OR next working day, even if this is a courtesy call to acknowledge receipt of the complaint
- If your complaint is urgent we will deal with it more quickly
- Your complaint will be dealt with honestly, politely and in confidence
- Your complaint will be looked into thoroughly and fairly
- 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 working days
- The Headteacher will keep a copy of all complaints made in a complaints log. All middle leaders, either Heads of Department or Heads of Year will also keep a complaints log on any complaints made relating to their area

## How to make a complaint

### ***First stage – member or members of staff***

If you have a concern about anything we do you can express this by telephone, in person, in writing or by email. 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 do not understand why we are doing something in a particular way, please come in and discuss it with the class teacher or other appropriate member of staff. We know that it can feel uncomfortable to question or challenge, but if you do not tell us what is worrying you we cannot explain what we are doing or try to put it right.

***Second stage – Head of Faculty / Head of Key Stage***

If you have a concern which you do not feel has been addressed by an individual member of staff then you can refer to either the Head of Faculty or Head of Key Stage depending on the nature of the concern.

***Third stage - Headteacher***

If the first person you talk to cannot help you then speak to the Headteacher. Make an appointment with the School Secretary who will check the Headteacher's availability. You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

***Fourth stage – Chair of Governors***

If you are dissatisfied after talking to the Headteacher you can complain formally by writing a letter or by filling in the form obtainable in the school office. Send your letter/the form to the Chair of Governors. The school secretary will tell you who this is. The Chair will arrange for your complaint to be investigated and considered and will reply within 10 working days to give you a progress report and tell you what will happen next. When your complaint has been fully investigated you will be told of the outcome in writing.

***Fifth stage – Local Authority***

Most complaints are the responsibility of the governing body of the school and will be resolved by them. A small number of complaints cannot be resolved by this process.

In the case of complaints about Special Educational Needs, the National Curriculum or Collective Worship, in LA maintained schools, you can complain further to the Local Authority. This should be done by writing to the Head of the Conciliation and Appeals Unit which is detailed in the full policy.