



**St Richard Gwyn Catholic High School
Complaints Policy
Reviewed September 2020**

Co

COMPLAINTS POLICY

Purpose

The governing body believes that constant feedback is an important ingredient in self-improvement and raising standards. Students, parents, carers, or other adults who have concerns or complaints should feel

that they can be voiced and will be considered seriously. All complainants have the right to be accompanied when making the complaint, and students may be accompanied by a parent or another adult. So that complaints can be managed appropriately, all concerns should be raised as soon as possible. This should be done within 20 school days of any alleged incident.

- A complaint is likely to arise when there are issues of physical or emotional well-being and security or when the school's stated values or aims are being ignored.
- A breach of the law will always constitute a complaint.
- We will seek to resolve complaints by informal means wherever possible. •

Investigations will be full, fair and swift.

- People will be kept informed of progress and the decisions reached.
- Every effort will be made to respect confidentiality.
- Feedback will be actively sought from those voicing complaints in order to minimise complaints and maximise accountability.

Stage 1

A complainant can raise a complaint orally or in writing, and address the complaint to the appropriate line manager. In the case of a curriculum complaint, this should be to the Head of department. If the complaint relates to a student it should be addressed to a progress leader. Serious complaints regarding the conduct of members of staff should be addressed to the Headteacher.

If the complaint cannot be resolved informally and to the satisfaction of the complainant, they are entitled to take the complaint to the Headteacher.

Stage 2

The complainant should refer the complaint in writing to the Headteacher for investigation, decision and resolution. The Headteacher will respond to all written complaints within 10 working days. The written complaint should clearly identify all the issues and concerns to which a response is required. If the complaint is against the Headteacher the chair of governors is to investigate and attempt to resolve the complaint at stage 2.

If the complainant is not satisfied with the outcome of the consideration from either the Headteacher or Chair of governors, the complainant is entitled to take the matter to the governing body's complaints panel.

Stage 3

The complainant should refer the complaint in writing to the chair of governors for investigation, decision and resolution. The chair of governors will respond to all written complaints within 10 working days.

The written complaint should clearly identify all the issues and concerns to which a response is required. If the complainant is not satisfied with the outcome of the consideration from the chair of governors, the complainant is entitled to take the matter to the governing body's complaints panel.

Stage 4

The complainant may then refer the matter to the chair of the complaints panel. The complaints panel will then convene a hearing within 15 working days from the date of receipt of the complaint. The complainant and the school will be invited to put their side of the case to the panel. At the conclusion of the hearing all parties should:

- Have understood the nature of the proceedings
- Have been given the opportunity to speak, put evidence and take questions. ·
- Feel they have said everything they wished to say.
- Feel that the complaints panel has listened to and understand all the points made. ·
- Be clear as to when all parties will be informed of the panel's decision.

Following the hearing, the chair of the panel will write to the complainant to inform them of the decision. The written decision should reach the complainant within 15 working days of the hearing.

The decision of the panel is then final.