

Llandysilio C. in W. School



Complaints Policy and Procedures

Date Policy adopted	June 2021
Date for review	June 2023

Complaints Policy

Introduction

The Governing Body recognises that it is important that concerns and complaints are dealt with appropriately and aims to ensure that if you have a concern or complaint, it is taken seriously and is dealt with quickly, fairly and thoroughly. In order to do this the Governing Body has adopted the policy and procedures set out below.

In setting out this policy and procedure the Governing Body has had regard to the Welsh assembly Government Circular 03/2004, 'School Governing Bodies Complaints Procedures'.

However, because unjustified complaints can be distressing to all parties the Governing Body would encourage you initially to see whether your concern can be addressed without recourse to the complaint's procedures.

Dealing with a concern

If you have a concern about something which you think is happening, or not happening in your school, you are encouraged to take this up formally with a teacher or with the Headteacher who will usually be able to resolve your concern immediately, rather than use this procedure. However, this policy and procedure is in place for you to use if your concern is not resolved informally, or the matter is more serious.

What is a complaint?

A complaint is a formal expression of dissatisfaction, however made, about the standard of services, facilities or activities, or actions or lack of action, by the school or its staff, affecting an individual or group.

The following are not complaints:

- A request for a service
- A request for information or explanation of a policy or practice
- Matters for which there is a right of appeal or a legal remedy.
- Matters appropriate to be dealt with under other procedures.

What complaints can be dealt with under these procedures?

General complaints about issues within school, or activities, facilities or services offered by the school to the wider community can be dealt with under these procedures. The school and the LEA must follow other procedures for complaints about:-

- the curriculum
- the level of special educational needs provision
- exclusions
- collective worship
- child protection
- staff disciplinary action
- criminal matters
- admissions
- school transport provision
- harassment and bullying
- whistle blowing

We will advise you if your complaint should be dealt with under one of these separate arrangements.

Staff will need to follow the Grievance Procedure for any complaints about their personal treatment.

If your complaint is about a Child Protection issue, then it will be dealt with under the All-Wales Child Protection Procedure.

In some cases, a complaint may lead to a disciplinary action against a member of staff and there is a separate procedure that needs to be followed by the school in dealing with disciplinary matters. If disciplinary action is taken you will not be told the details of this because of the employment rules on confidentiality, however, you will be informed when the matter has been resolved.

Who can complain?

The Governing Body has appointed a Complaints Officer who will deal with all complaints in the first instance and all complaints should be addressed to the Complaints Officer in the first instance. If the complaint is about the Complaints Officer, then the complaint should be addressed to the Headteacher in the first instance.

Whether your complaint is made verbally or in writing we will acknowledge all complaints in writing to ensure that we are clear about the nature of your complaint, what has happened so far, who has been involved, what remains unresolved.

Publication and Review

The Governing Body will review this policy bi-annually and will update it in accordance with changes in legislation and other policies.

The Governing Body will make copies of this policy available to all parents, pupils, staff, governors, the LEA, the Diocesan Authority, and all those who request a copy in accordance with the school's Freedom of Information Publication Scheme.

Confidentiality

Complaints will be dealt with confidentially, with information being provided only to those who need to know the details to resolve the complaint.

Timetable

All complaints will be dealt with as soon as possible. We will acknowledge all complaints in writing within in2 school days of receipt. We aim usually to have dealt with all complaints within a period of no longer than 20 school days.

Where there are particularly complex issues that may take longer to investigate, we will keep you informed of progress and deal with them as quickly as we can.

Where a Governing Body Complaints Committee is called, we will aim to convene this as soon as possible and within no longer than 15 days of the notification of the requirement.

Anonymous complaints

We will not investigate or record anonymous complaints except where these contain an allegation of a child protection or criminal nature. We shall pass these to the appropriate body to consider.

Malicious complaints

Complainants are reminded that documentation relating to the complaint will be made available to any person against whom a complaint is made, in order that they may answer the complaint. A person who is the subject of a complaint may exercise their right to representation or legal action where appropriate.

Complaints which are withdrawn

We shall acknowledge these in writing and record them.

Recording, reporting and Monitoring

We shall keep a record of all complaints including withdrawn complaints.

The record will include:

Name of the complainant

Date complaint first received.

Date acknowledged.

A brief description of the complaint

Date of withdrawal of the complaint (if appropriate)

Whether the complaint was investigated

The outcome of the investigation (at each stage of the procedure)

Date of notification to the complainant of the outcome of the investigation

Any issues for action be the school/staff/Governors.

Action taken/to be taken because of the investigation.

Full account of the proceedings, evidence and documentation, and record of the outcome of any hearing by the Complaints Committee
Date of notification to complainant of outcome of Complaints Committee
Action taken/to be taken because of Complaints Committee.

The Complaints Officer will provide the Headteacher with a report for the Governing Body termly summarising numbers of complaints, issues and key trends identified in complaints.

Data protection

The information provided to us during the investigation of a complaint will be used solely for the purpose of dealing with the complaint or any appeal and will not be passed to anyone other than those directly concerned with the issue. If your complaint is about the delivery of the service, we may need to disclose the information you provide to the person delivering the service to deal with it properly. If your complaint is about a person, we will disclose the information to that person in order that they are able to respond to the complaint. We may be required to disclose the records to the LEA, the Diocesan Authority, or the Welsh Assembly Government, if they are required to audit the procedure. The record may also be inspected by Estyn under Section 10 of the School Inspections Act.

Retention of Documentation

We shall retain all documentation in relation to complaints on a confidential file until all aspects of the procedure, including any investigation by the LEA or Diocesan Authority, and the Welsh Assembly Government, is completed. Unless the Governing Body has been notified of an appeal to the LEA/Diocese or to the Welsh Assembly Government it will destroy all documentation other than the record of the complaint after 6 weeks. Thereafter we shall retain only the record of the complaint, which will be retained for a maximum period of 3 years.

How to obtain advice, support, and guidance

There are several avenues open to parents, pupils, staff and governors to obtain advice and support if they have concerns about issues in school. These include.

- The Headteacher
- The Chair of the Governing Body
- Trade Union representatives (at either local or regional level)
- The LEA
- The Welsh Assembly Government

COMPLAINTS PROCEDURE

At all stages, the person investigating will ensure that the complainant has a copy of the Complaints procedure and advise that they may be accompanied by a friend or representative to any meeting to discuss the complaint.

STAGE 1

Formal complaint raised with and resolved by the first recipient within the school.

- In the first instance a verbal concern is made to a member of staff in school
- If the concern is resolved at this stage the staff member must record the concern in writing with no further action required.
- If the concern is not resolved by the staff member, the concern must be referred to the Headteacher.
- If the concern is resolved at this stage, the Headteacher must record the concern in writing with no further action required.
- If the concern is not resolved verbally, the concern must be put formally in writing to the Headteacher.

STAGE 2

Formal complaint referred to Headteacher for investigation, decision, resolution.

This may be a complaint referred from Stage 1, or a complaint against the Complaints Governor/Officer or complaints against governors as listed below.

- The complaint must be in writing.
- The Clerk will acknowledge the complaint within 2 working days, enclosing a copy of the complaints procedure if they do not already have one, and advising of a target date for a response (usually within 10 school days).
- Details of the Complaint will be passed on to the nominated Complaints Governor/Officer.
- In the case of a complaint against the Complaints Governor/Officer, the Headteacher may decide to delegate the investigation to another senior member of staff under Stage 1 of the procedure.
- Any discussions or interviews will be recorded.
- The complainant will be advised of the outcome of their complaint in writing and of their right to write to the Chairman of the Governing Body Complaints Committee if they are not satisfied with the outcome.
- All documentation will be returned to the Complaints Governor/Officer for confidential file.
- The Complaints Governor/Officer will ensure that the complaint is recorded as set out in the Policy.
- In the event of the Headteacher deciding that it is not appropriate for the Complaints Governor/Officer to file and record the complaint, the Headteacher will make alternative arrangements.

In the case of a complaint about the Headteacher, the Complaints Governor/Officer will undertake this stage, or may delegate to the Vice-Chairman or a designated governor.

In the case of a complaint about a governor or group of governors (including the Vice-chairman), the Complaints Governor/Officer will undertake this stage. Unless the complaint is about the Vice-Chairman the Complaints Governor/Officer may delegate the investigation to the Vice-Chairman (or another appropriate governor).

In the case of a complaint about the Chairman of the Governing Body or about the Headteacher and the Chairman, the Vice-Chairman of the Governing Body will undertake this stage. The Vice-Chairman may delegate the investigation to another appropriate Governor.

In each of these cases the investigating Governor:

- **Must advise the LEA/Diocese of the complaint and obtain advice on dealing with the complaint. In particular, the governor must ensure that the complaint is not one which should be dealt with under other procedures as set out in the policy.**
- **Must not be a member of the Complaints Committee.**
- **Must declare any potential conflicts of interest.**
- **Must not deal with a case in which they are personally involved.**

STAGE 3

Formal Complaint referred to Governing Body Complaints Committee for decision, resolution.

This may be a complaint referred from Stage 2, or complaints against governors as listed below.

- The Complaints Committee will comprise 3 governors, none of whom will have had prior involvement with the complaint in order that the proceedings may be seen to be fair and unbiased.
- The purpose of the hearing is to enable members of the governing body to clarify facts and ascertain whether there are grounds for upholding the complaint.
- The complainant and any person against whom a complaint is made should be present at the hearing to present their own evidence.
- The Clerk to the Governors will acknowledge the complaint, enclosing a copy of the complaint's procedure (if they do not already have one). The Clerk will agree a date for a hearing (to be convened usually within 15 school days of the receipt of the complaint), advise of time and venue, advise that the complainant may be accompanied by a friend or representative, and ensure any needs, eg disabled access, Welsh medium or other specialist communication needs are met.
- Any person against whom a complaint is made must be advised as soon as possible of the complaint and no less than 10 school days before the hearing. They should be provided as soon as possible with any other evidence (arising from the investigation) which is to be considered at the hearing, and in any event by no less than 5 school days before the hearing and advised that they may be accompanied by a friend or representative.
- The complainant must be advised that they should provide any evidence/written documentation that they wish the Committee to consider by no less than 10 days before the hearing and that they will be provided with any other evidence (arising from the

investigation) which is to be considered at the hearing again by no less than 5 days before the hearing.

- Any person against whom a complaint is made must be advised that they should provide any evidence/written documentation that they wish the Committee to consider by no less than 5 days before the hearing.
- Witnesses may be requested to attend, and it is the responsibility of the party wishing to call the witness to ensure that they are invited.
- The Complaints Committee must receive at least 5 days' notice of the hearing, and be advised of the substance of the complaint, and their role.
- If a good reason is provided for the absence of one of the parties the Committee may wish to agree an adjournment, however, the Complaints Committee may proceed with the hearing in the absence of either the complainant or the person against whom the complaint is made unless a good reason has been provided for their absence.
- The decision of the Committee should be conveyed to the Complainant in writing within 5 school days of the hearing. It may be provided earlier and verbally if appropriate but must be confirmed in writing. The letter should provide information on any appeal rights, including (if no internal appeal rights – the opportunity for the LEA/Diocese and Welsh Assembly Government to review the procedures used by the Governing Body).
- All documentation will be returned to the Complaints Governor/Officer for confidential file.
- The Complaints Governor/Officer will ensure that the complaint is recorded as set out in the Policy.
- Complainants should be advised of their right to contact the LEA for a review of the process if they are dissatisfied.

A complaint about both the Chairman and Vice-Chairman of the Governing Body, or about a group of governors that includes the Chairman and Vice-Chairman will be dealt with by the Chairman of the Complaints Committee under this stage of the procedures. The Chairman of the Complaints Committee may delegate the investigation to another appropriate governor.

If the complaint is against the Chairman of the Complaints Committee or a group of governors including the Chairman of the Complaints Committee, then the Chairman of the Complaints Committee will not be part of the Committee which hears that complaint, and a new Chair will be elected for that hearing.

In each of these cases the investigating governor:

- **Must advise the LEA/Diocese of the complaint and obtain advice on dealing with the complaint. In particular, the governor must ensure that the complaint is not one which should be dealt with under other procedures, as set out in the Policy.**
- **Must not be a member of the Complaints Committee.**
- **Must declare any potential conflicts of interest.**
- **Must not deal with a case in which they are personally involved.**

FINALISATON OF THE COMPLAINT

The final letter following the Governing Body hearing will advise the complainant of the decision that the matter has been fully investigated and that the matter is now closed and will not be reopened.

Any new issues raised will be treated as a new complaint and previous cases will not be reopened.

STAGE 1

VERBAL CONCERN MADE TO
MEMBER OF STAFF IN SCHOOL

RESOLVED

YES

NO

STAFF MEMBER TO RECORD CONCERN
IN WRITING

CONCERN REFERRED
TO HEADTEACHER

RESOLVED

YES

NO

HEADTEACHER TO
RECORD IN WRITING

CONCERN TO BE MADE
FORMALLY IN WRITING

GO TO STAGE 2

STAGE 2

WRITTEN COMPLAINT RECEIVED
BY CLERK TO GOVERNORS

CLERK TO ACKNOWLEDGE IN WRITING WITHIN
2 WORKING DAYS AND PROVIDE COPY OF COMPLAINTS
PROCEDURE

DETAILS OF COMPLAINT TO BE PASSED ON TO
NOMINATED COMPLAINTS GOVERNOR/OFFICER
Mrs K Clewlow

COMPLAINANT IS ADVISED OF THE OUTCOME IN WRITING WITHIN 10 SCHOOL
DAYS
BY THE COMPLAINTS GOVERNOR/OFFICER

COMPLAINANT IS SATISFIED
WITH RESULTS

YES

NO

NO FURTHER ACTION

GO TO STAGE 3

STAGE 3

COMPLAINT TAKEN TO GOVERNING BODY COMPLAINTS COMMITTEE

HEARING TO CLARIFY