

# Harlington Upper School



## Complaints and Conciliation Procedure

**Edition 4:** July 2017

Policy Number: HUS008

**Approved By:** Governing Body

Document Control		
Edition	Issued	Changes from previous
1	12/12/2012	Replaces the School Complaints and Conciliation Procedure
2	11/12/2014	Update to Edition 1
3	15/12/2016	Page 3 – Stage 3 and Stage 4 of complaint process swapped over.
4	17/07/2017	Internal review only – to reflect change from House to Year pastoral system.

Policies/Documents referred to in this policy	Postholders/Persons named in this policy

Review Frequency: Every 2 years

Review Date December 2018

## Introduction

The school wishes to be responsive to all concerns and complaints. Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints. The purpose of this policy is therefore to ensure that informal concerns are addressed promptly with the aim of resolving issues informally and at the earliest stage. The policy also sets out the school's formal complaints procedure which is based on DfE guidance.

## Principles

The following principles underpin this Complaints and Conciliation Procedure:

- concerns or complaints will be resolved by informal means wherever possible;
- it should be easily accessible and simple to understand and use;
- the process will be impartial and non-adversarial;
- swift handling, with established time-limits for action, will be encouraged;
- a full and fair investigation by an independent person will be carried out where necessary;
- people's desire for confidentiality will be respected
- all the points at issue will be addressed, and an effective response will be provided with appropriate redress, where necessary;
- it will provide information to the Headteacher and school leadership team to inform planning and further improvements to the school.

## Responsibilities

Headteacher	<ul style="list-style-type: none"><li>• Formulation and review of procedure, in consultation with Governors</li><li>• Implementation and monitoring of procedure, in consultation with senior leadership team</li></ul>
Senior Leadership Team/Faculty/Subject Leader	<ul style="list-style-type: none"><li>• Implementation and monitoring of procedure, as directed by Headteacher</li></ul>
Staff	<ul style="list-style-type: none"><li>• Respond swiftly to concerns with the aim of resolving any issues informally</li></ul>
Chair of Governors	<ul style="list-style-type: none"><li>• Respond swiftly to concerns with the aim of resolving any issues informally</li></ul>
Governing Body Appeal Panel	<ul style="list-style-type: none"><li>• Formal resolution</li></ul>

If the complaint cannot be resolved informally, the following process should be followed:

Stage 1	Complaint heard by staff member (though not a staff member who is the subject of the complaint); e.g. the relevant Subject Leader, a Head of Year or Faculty Leader. Complaints can be made in person, via email, on the phone or in writing. Usually, a response will be provided within 15 working days of the complaint reaching Stage 1
Stage 2	Complaint heard by Headteacher, or Deputy Headteacher. Complaints can be made in person, via email, on the phone or in writing. The Headteacher will arrange for the complaint to be investigated and contact you with a reply. Usually, a written response will be provided within 15 working days of the complaint reaching Stage 2
Stage 3	Complaint heard by Governing Body complaints appeal panel, by writing to the Chair of Governors. The panel will usually comprise three people, of which one member will be independent of the management and running of the school. The complainant will be invited to attend the panel hearing meeting and may be accompanied. Usually, a written response will be provided within 15 working days of the complaint reaching Stage 3.
Stage 4	Complaint heard by the Chair of Governors, in writing c/o the school. Usually, a written response will be provided within 15 working days of the complaint reaching Stage 4.

If you feel that the complaint is still unresolved, you are entitled to complain to the Education Funding Agency (EFA) on behalf of the Secretary of State for Education, via the Department for Education's [schools complaints form](#)

### **Vexatious Complaints**

There may be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the chair of the Governing Body is able to inform them in writing that the procedure has been exhausted and that the matter is now closed.