



**Studio  
@Deyes**



**LLT**

# **COMPLAINTS POLICY AND PROCEDURE**

**Adopted:  
Review Date:**

## COMPLAINTS POLICY AND PROCEDURE.

This policy and procedure is for the benefit of parents and members of the public at Studio@Deyes ('the School'). The policy also applies to members of staff, however there may be other more appropriate policies in place, depending on the nature of the complaint. This policy and procedure will be relied upon in respect of **all complaints** by parents and students made against the School **except in respect of**:

(a) **child protection allegations** where a separate policy and procedure applies;

(b) **exclusions** where a separate policy and procedure applies;

The School expects that most concerns can be resolved informally and will use their best endeavours to resolve any complaints that are made informally, or any concerns that are raised on that basis. If informal procedures fail to resolve the issue, a formal complaint about any matter not involving child protection allegations or a decision to exclude a student, must be stated in writing to the Head teacher and will be dealt with under this Policy and Procedure.

Every complaint shall receive fair and proper consideration and a timely response.

This policy and procedure is available on request and is posted on the school website.

**Please Note: Parents and members of the public can be assured that all complaints and expressions of concern, whether raised informally or formally, will be treated seriously and confidentially. Correspondence, statements and records will remain confidential except where the Secretary of State or a body conducting an inspection requests access to them or where any other legal obligation prevails.**

### School Complaints Procedure

#### Stage One - Informal Resolution

1. It is hoped that most complaints and concerns will be resolved quickly and informally.
2. If a parent has a complaint they should normally contact their sons/daughter's learning coach or personal coach. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If the member of staff cannot resolve the matter alone, it may be necessary for him/her to consult an Assistant Headteacher, a Deputy Headteacher, or the Headteacher.
3. Complaints made directly to a Assistant Head teacher, Deputy Head teacher or the Head teacher will usually be referred to the relevant member of staff unless the, Assistant Headteacher, Deputy Headteacher or the Headteacher deems it appropriate for him/her to deal with the matter personally.
4. The member of staff dealing with the complaint will make a written record of all concerns and complaints and the date on which they were received.
5. Studio@Deyes will use its reasonable endeavours to resolve any informal complaints within ten working days of them being raised, except where they are raised in

School holidays where the Studio School will use its reasonable endeavours to resolve them as soon as possible after commencement of the new school term (usually within ten working days).

6. Should the matter not be resolved as referred to in paragraph 5 above, or in the event that the member of staff dealing with the complaint and the parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage Two of this Procedure.

## **Stage Two - Formal Resolution**

1. If the complaint cannot be resolved on an informal basis (as set out in paragraphs 5 and 6 above), then parents should put their complaint in writing to the Headteacher.
2. The Headteacher will delegate responsibility for undertaking investigation of the complaint to a member of Senior Leadership (The Investigating Officer) as appropriate.
3. The Headteacher will decide, after considering the complaint, the appropriate course of action to take.
4. In most cases, the Headteacher will meet or speak with the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage.
5. The Headteacher will use reasonable endeavours to speak to or meet parents within ten working days of the formal complaint being received, except where the complaint is received in school holidays where the Head teacher will use his reasonable endeavours to speak or meet with parents as soon as possible after the commencement of the new studio school term (usually within ten working days).
6. It may be necessary for the Investigating Officer, as appropriate, to carry out further investigations.
7. The Headteacher will keep a written record of all meetings and interviews held in relation to the complaint.
8. Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made. Parents will be informed of this decision in writing, giving reasons for the decision. The written decision should be provided no later than ten working days after speaking or meeting with parents to discuss the matter (pursuant to paragraph 10 above). The Headteacher may also arrange to meet with parents to explain the decision.
9. Studio@Deyes will keep a written record of all formal complaints, including records of meetings and interviews held in relation to the complaint, and the School's decision.
10. Where parents are dissatisfied with the outcome of Studio@Deyes' response to their formal complaint, the parents have the opportunity to have their complaint considered by a Governors' Committee.

### Stage Three – Panel Hearing

1. If parents seek to invoke Stage Three following failure to reach an earlier resolution, and where dissatisfied with the Headteacher's decision in respect of their formal complaint, the parents may, in writing addressed to the School, request that their complaint be further considered by a Governors' Committee set up for this purpose.
2. This request for further assessment of the complaint will, for the purposes of this Procedure, be known as an 'appeal'.
3. Parents must lodge their appeal in writing to the Clerk to Governors and within ten working days of the date of the School's decision made in accordance with the Stage Two Procedure. The parents should provide a list of their complaint(s) made against Studio@Deyes and which they believe to have been resolved unsatisfactorily by the Stage Two Procedure. The Complaints Panel is only obliged to consider the complaint(s) lodged in this 'initial submission' although they may use their discretion to consider other relevant and related matters that may subsequently arise.
4. Once an appeal has been received by the Clerk to Governors, she will acknowledge the appeal in writing within five working days, and inform the parents of the steps involved in this Complaints Procedure.
5. The Clerk will then endeavour to convene a Complaints Committee hearing as soon as possible to consider the matter, normally no later than twenty school days after receipt by the School of parents written notice that they wish to invoke the Stage Three Procedure, dependent upon the availability of the Governors.
6. The Complaints Panel will consist of three Governors who have not previously been involved in the complaint.
7. The following are entitled to attend a hearing, submit written representations and address the Panel:
  - (a) The parent/s
  - (b) The Head teacher and/or one representative; and
  - (c) Any other interested person whom the Complaints Panel considers to have a reasonable and just interest in the appeal and whose contribution would assist the Panel in their decision-making.
8. Where the Complaints Committee deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. In such cases, all parties will be given the opportunity to submit written evidence to the Panel in support of their position, including:
  - (a) documents in support of complaint(s),
  - (b) chronology and key dates relating to complaint(s), and
  - (c) written submission setting out the complaint(s) in more detail.

This evidence will be considered by the Committee, along with the initial submission that was lodged by the parents.
9. Evidence will be initially sent to the Clerk, who will then circulate the documentation to all parties, including the Committee members, along with an order of proceedings. All written evidence must be received by the Clerk no later than ten (10) working days in

advance of the hearing. The Clerk will distribute the written evidence to the relevant parties no later than five working days in advance of the hearing.

10. It is for the Committee to decide how to conduct the proceedings of the appeal, which should be reasonably informal so that all parties can present their case effectively. If possible, the Committee will resolve the parents' complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.
11. After due consideration of all the facts they consider relevant, the Committee will reach a decision, and may make recommendations, which it shall complete within ten working days of the hearing. The decision reached by the Complaints Committee is final.
12. Committee findings will be sent by the Clerk in writing to the parents. The letter will state any reasons for the decision reached and recommendations made by the Complaints Committee.
13. The School will keep a record of all appeals, decisions and recommendations of the Complaints Panel, which record will be kept for one year after the pupil leaves the Studio@Deyes.