

**Beaucroft Foundation School
General Complaints Policy 2018**



In compliance with the Education Act 2002, Beaucroft Foundation School reaffirms that any concern or complaint is dealt with seriously, quickly and fairly in accordance with the ethos and values of the school.

Beaucroft's values are concerned with meeting the needs of pupils and parents and all others who have a stake in the school such as staff, local community and the LA.

The Governing Body believes that constant feedback is an important ingredient in self-evaluation and school improvement. Any stakeholder who has a concern or complaint should feel that they can be voiced and will be taken seriously. All complainants have the right to be accompanied by a parent or another adult.

Concerns - There is a difference between a concern and a complaint. A concern is likely to require discussion between teacher, pupil and parent. If the concern is not resolved by that means then it could become a complaint.

Complaints - A complaint is an expression of dissatisfaction that needs a response from the school. A complaint could arise when there are issues of physical or emotional well-being, issues of health and safety or personal security, or if the school's stated aims and values were not being addressed.

A breach of the law will always constitute a complaint.

The school's open-door policy, active seeking of feedback from pupils and parents and regular home-school liaison are methods use to minimise complaints, maximise accountability and further our aims to self-evaluate and improve.

The Head teacher will ensure that

- this policy is made known to and available to all stakeholders,
- all complaints are dealt with in the first instance by the Head teacher or other member of the Leadership Team - who will document the complaint, acknowledge the complaint in writing within 3 days of receipt and consult with those who may be directly concerned,
- the complainant receives a written explanation of the action taken within 10 working days following receipt of the complaint.

The Governing Body will ensure that

- if a complainant is not satisfied with the action taken by the Head teacher or member of the Leadership Team, the Chair of Governors will hear the complaint. On receipt of the complaint the Chair of Governors will then inform the Head teacher, investigate the complaint and write to the complainant within 10 working days detailing the action taken,

- where the complaint is against the Head teacher the complainant may wish to contact the Chair of Governors first,
- if the complainant is not satisfied with the decision of the Chair of Governors then a formal complaint may be made to the Governing Body through the Clerk to the Governors. Within 15 working days of receiving the written complaint a Complaints Committee will meet to consider it. The complainant will be given 7 working days notice of the meeting, and may take a friend or other person to provide support at that meeting. Within 7 days of that meeting the complainant will be informed of that decision, the reasons for it, and any action to be taken by the school. The decision of the Complaints Committee is final.
- where a complaint is against the Governing Body (unreasonable action or failure to carry out its duties) this can be referred to the LA. If that fails to produce a satisfactory response then it can be referred to the Secretary of State. If the complaint is upheld the judgement may be legally enforced.

All complaints and action taken will be documented and a summary included in the Head teacher's report with advice on any implications for policies.

Signed *Chair of Governors*

Date