



HENLEY-IN-ARDEN SCHOOL

Achieving Excellence Together

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| Name of Policy | Complaints Policy – Guidance for parents wishing to make a complaint about the school | |
| Lead | Mr S Jefferies, Headteacher | |
| Governor Committee | Chair of Governors | |
| Policy Status | Originally Drafted | June 2015 |
| | Governor Approved | Yes |
| | Date Governor Approved | June 2018 |
| Review Frequency | 3 Years | |
| Next Review | June 2021 | |

Guidance To Parents Wishing To Make A Complaint About The School

We endeavour to provide pupils, parents and members of the community with as good a service as possible; we realise, however, that in a complex organisation dealing with hundreds of individuals, mistakes can happen.

When we have fallen short of the high standards you expect of us, we would like to hear from you.

Most complaints can be handled informally and quickly. Please contact the school either by phone or using the contacts page on our website. You will be able to speak to a member of the administration team who, if necessary, will put you through to the appropriate member of staff. Often, because of teaching commitments, staff will not be able to speak to you immediately but the administration team will be able to arrange for the member of staff to return your call.

If complaints are about a member of staff, you may wish to speak informally to that member of staff's line manager. Again, the administration team can arrange for you to discuss the matter by telephone or, if necessary, at a face to face meeting.

You should know that the complaints received by the school are logged so that we can ensure that your concerns are dealt with appropriately and in a timely manner.

The vast majority of complaints can be resolved informally by taking the steps outlined above. However, if the informal approach has not resolved the issue and you feel your complaint needs to be dealt with more formally, you should write to the Headteacher with details of your complaint, indicating that you wish the complaint to be dealt with formally. If your complaint concerns the Headteacher, you may wish to write directly to the Chair of Governors care of the School. Please be aware that the school will always endeavour to deal with your complaint informally before reaching this, and subsequent, stages. The governing body is always informed of a formal written complaint. You will be invited to meet with the Headteacher and/or a governor to discuss your complaint. At this meeting, the complaint and any possible actions arising from the complaint will be discussed.

If, after this meeting, you are not happy with the way the issue has been dealt with you are entitled to bring the matter to a hearing of a panel of school governors. Again, you should write to the chair of governors care of the school to request this.

There are two final stages if, after attending a meeting of a panel of governors, you are not happy with the way your complaint has been handled:

- Review by an independent panel
 - If you are dissatisfied with the result of the governors' panel, you may request that the Governors consider setting up an independent arbitration panel consisting of a local representative, a governor and a parent, none of whom have had a direct involvement in the previous stages in relation to this complaint, or the complainant. Both parties would be encouraged to agree ahead of time to abide by its findings; if not, the panel can only express a view about the complaint and the means of resolving it. The arbitration panel has no legal basis for imposing its will.
- Review by the Secretary of State for education.
 - If you continue to be dissatisfied after the matter has been considered by an independent panel you may refer the matter to the Secretary of State for Education through the Department of Education.