



## THE HESSE FEDERATION OF SCHOOLS



### COMPLAINTS POLICY

**Effective Date:** March 2010

**Date of minuted approval by the governing body:** 18 March 2010

**Review Committee:** Full Governors

**Review Date:** March 2012

There is a need to identify the nature of the complaint:

**External complaints** relate to student behaviour outside of school either during or after school hours and the impact that has upon the local community.

**Internal complaints** relate to those from parents directed towards school based issues such as, homework (too little or too much), pastoral eg bullying, and those that are teacher specific. (Complaints against a teacher will be dealt with by the Executive Head). Where the complaint is about the Executive Head it will be dealt with by the Chair of Governors.

#### **Who deals with the complaint?**

Complaints by letter will be dealt with by the Executive Head in the first instance, who may well delegate to other staff as necessary.

Telephone calls will be taken by the recipient who then passes on caller or message to a designated member of staff:

General complaints:	The Executive Headteacher or Deputy Heads
KS1	PT
KS2	NB
Curriculum	SB / JO / NB
Years 7 and 8	Fea
Years 9 - 11	Jol
Years 12 - 13	Sut
Curriculum	HoD

#### **Anonymous Complaints**

Every effort will be made to identify the complainant. However, in line with the LA recommendation anonymous complaints will not be investigated until such time as the complainant makes themselves known to the school

#### **Possible procedure**

- All written complaints to be logged.
- All written complaints to be acknowledged within 24 hours with a standard proforma: either posted or e-mailed to the complainant.
- All complaints to be investigated within 5 working days.

- Details of the investigation to be issued to the complainant, either by invitation or when this is not possible in writing.
- Complaints to be monitored by the Executive Head and dealt with by the Complaints Committee.

Telephone calls will be dealt with immediately, without the need for logging the call, but if a satisfactory response is not given, complainants to be encouraged to respond by letter when the above procedure can then come into operation.

If a telephone message is left, then we endeavour to call back within 24 hours. The main follow up letter can be kept simple, especially given the need for data protection issues to be adhered to.

### **Internal Advice**

#### **Availability to parents**

- Parents should be made aware of the complaints procedure once it has been established.
- This will be published on the Federation website [www.thehesslefederation.co.uk](http://www.thehesslefederation.co.uk).
- For new parents the information will be made available in the school's prospectus.

#### **Staff**

- All staff will need to be aware of the procedure, thus a copy is available on the school's network or through the website.
- Office staff to have telephone numbers and staff details to hand.
- Complaints log book to be maintained and updated at all times.