



Campion School

Complaints Procedure

Dated: Sept 2016
Review: Nov 2021



Campion School COMPLAINTS PROCEDURE for Parents, Carers and Guardians

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Approved by Governors Chairs Steering Committee: Autumn 2016

Amended: 26 September 2016

Review Date: Nov 2021

COMPLAINTS POLICY

This policy is for the benefit of parents/carers of students at Campion School and accords with good practice and the Education (Independent School Standards) (England) Regulations 2010.

Stage 1

- A parent/carer should discuss with, write or meet the relevant member of staff, their immediate manager or a senior manager in an attempt to resolve the issue. It is recognised that this process may take more than one meeting.
- If a parent/carer feels that their concern has not been addressed adequately in this first instance they should contact the Headteacher who will investigate the matter and respond in writing within **ten (10) working days**.
- If a parent/carer feels that their concern is particularly serious they can contact the Headteacher in the first instance, but the Headteacher may suggest that the matter be dealt with initially by a colleague with more direct knowledge of the issue. The matter will be investigated and a response issued within **ten (10) working days**.
- The aim of members of staff in all instances will be to resolve the problem and retain the best possible working relationship between families and the school. Whilst it is hoped and expected that this process will enable resolution of the vast majority of complaints it is recognised that a second, more formal stage may be necessary.
- It is important to note that if a school Governor is contacted before all the above processes have been undertaken, the Governor will ask the parent/carer to contact the Headteacher.

Stage 2

- If a satisfactory resolution has not been found in Stage 1 of the complaints process a formal complaint to the Governing Body can be made using the form at the end of this policy to record the complaint.
- The Chair of Governors can only be contacted through the Headteacher's Personal Assistant and all written complaints should be addressed to The Chair of Governors, Campion School, Sydenham Drive, Leamington Spa CV31 1QH.
- The Chair of Governors, or a Governor nominated by the Chair of Governors, will investigate the complaint and respond in writing within **ten (10) working days** of receipt.

Stage 3

- If the parent/carer indicates in writing that they are still not satisfied after the processes in Stage 2 have been completed, the Chair of Governors will convene a panel of three Governors to hear the complaint within **fifteen (15) working days** of receipt of this written notice.
- The panel will hear evidence from the parent/carer and the Headteacher. The Chair of the panel will decide whether to see these parties collectively or individually.
- The Clerk to the Governors will negotiate with the Panel members, the complainant and the Headteacher to agree a suitable date and times for a hearing.
- The panel will include at least one member who is independent of the management of the school. Neither the Headteacher nor the Chair of the Governing Body/nominated Governor who reviewed the complaint during Stage 2 can be members of the panel as they will already have been involved in handling the complaint.
- The Clerk to the Governors will confirm in writing the time, date and venue for the hearing. Complainants may take a friend or representative with them as well as an interpreter should one be required.
- Both the complainant and the school will be given the opportunity to supply further information, in writing, which must be presented to the Clerk to the Governors at least **five (5) school days before the hearing**.
- Four school days before the hearing The Clerk will send all participants any papers submitted for the consideration of the Panel, including the original complaint **four (4) working days** before the hearing
- In the panel meeting both the complainant and the Headteacher will have the opportunity to explain their concerns and position. The Panel will have the opportunity to question both about what they have said or put in writing.
- When both parties have left the meeting the Panel will consider the evidence and reach a decision.
- The Chair of the Panel will write to the complainant and the Headteacher **within three (3) school days** of the hearing to let them know the outcome.
- The letter from the Chair of the Panel will tell the complainant(s) how to proceed if they are not satisfied with the outcome.
- In appropriate circumstances the Chair of Governors has the discretion to decide to alter the above arrangements in the conduct of a hearing – for example to consider written submissions only.

Stage 4

If complainants are still not satisfied, they can address their complaint to the Department for Education, sending details of their concern, the original complaint and any other relevant papers. There is an online form available for this purpose. The Department for Education will inform how the complaint will be handled.

