



# CROOKHORN COLLEGE

## Complaints Procedure

**Date of Policy:** June 2017  
**Review Date:** September 2019

### Aims

- ◆ To ease the process of expressing dissatisfaction or concern, and to provide a prompt and full response.
- ◆ To ensure that College staff and, where appropriate, the Governing Body, provide a prompt and full response to complaints.
- ◆ To maintain a monitoring system of all complaints and to consistently review practices to prevent the unnecessary repetition of problems.

### Scope

- ◆ This procedure will cover all expressions of dissatisfaction and concern from parents and other external parties, who have dealings with the College.

### Responsibilities

- ◆ The Headteacher's PA is the first point of contact for complaints received by telephone, email or in writing, and will ensure these are recorded on the complaints database upon receipt.
- ◆ The Headteacher's PA will acknowledge every complaint within **two** working days and bring to the immediate attention of the Headteacher and the relevant member of the Senior Leadership Team.

### Quality standards

- ◆ Every complaint will be acknowledged within **two** working days.
- ◆ Every complaint will be dealt with within **ten** working days or, if that is not possible, an explanation for the delay will be given and the complainant will be informed that they may proceed to Stage 2 of this procedure.
- ◆ After resolution, every complainant will be contacted by the Headteacher's PA to ensure satisfaction. The database will be updated accordingly with this information.
- ◆ There will be a regular analysis by the Headteacher's PA and Headteacher identifying:
  - the nature of complaints
  - any patterns
  - the area of provision of service
  - the turnaround time for detailed reply
  - complainant satisfaction.
- ◆ A report of the previous terms complaints will be provided to the Governors' Strategic Planning Committee.

## COMPLAINTS PROCEDURE

### STAGE 1

- 1) Upon receipt of the complaint, the Headteacher's PA will complete a complaints form, which will be used as the framework for the investigation and resolution process, and will acknowledge the complaint using the same medium of communication.
- 2) A copy of the complaint form will be passed immediately to the Headteacher and the relevant member of the Senior Leadership Team
- 3) If a complaint or allegation is made to an individual Governor, the complainant should be referred directly to the Headteacher WITHOUT comment or discussion.
- 4) Written complaints or allegations received by anybody in the College community must be passed immediately to the Headteacher.
- 5) The Headteacher will investigate or oversee investigation in all cases, except those relating to alleged misconduct by the Headteacher. Where such allegations have been made against the Headteacher, then the Deputy Headteacher is authorised to investigate in the first instance. Thereafter the College's Personnel Procedures will apply.
- 6) At the end of the investigation, communication will be made with the complainant by the SLT member and the complaint form updated with the resolution. The complaint form will then be returned to the Headteacher's PA, who will update the complaints database and diarise to follow up with the complainant.
- 7) Copies of complaint form/letters and attached reply will be filed in the appropriate students and/or staff file.
- 8) Where no satisfactory resolution has been found within ten working days, the complainant will be informed that they may proceed to Stage 2 of this process.

### STAGE 2

- 1) The Headteacher's PA will confirm to the complainant that Stage 2 of the process has been initialised.
- 2) If required, the Headteacher (or Deputy Headteacher) will interview witnesses and take statements from those involved. The Headteacher may designate another member of staff to collect some of the information from the various parties involved.
- 3) The Headteacher will keep records of written evidence, telephone conversations and other documentation.
- 4) The Headteacher may provide an opportunity for the complainant to meet with her and/or specified staff to supplement any information provided previously.
- 5) Once all the relevant facts have been established, the Headteacher (or Deputy Headteacher) will respond to the complainant, either in writing or in person. This will occur within **five** working days of Stage 2 process being initialised.
- 6) If the complaint has not been resolved, the complainant will be informed that they may proceed to Stage 3.

### **STAGE 3 REVIEW BY THE GOVERNING BODY**

- 1) The complainant should write to the Chair of Governors requesting to proceed to Stage 3. The Chair of Governors will check with the Headteacher to confirm that Stages 1 and 2 have been exhausted before proceeding to Stage 3.
- 2) The Chair of Governors will write to the complainant to acknowledge receipt of the complaint within five working days of receipt of the complaint. The acknowledgement will inform the complainant that the complaint will be reviewed by a member of the Governing Body within the next ten working days.
- 3) The Chair of Governors will arrange for a Governor to review the complaint; this Governor must have had no prior involvement with the incident/complaint.
- 4) The Governor will make contact with, and may wish to meet with the complainant and/or the Headteacher to discuss the complaint.
- 5) The Governor will consider and reach a decision and will write to both parties.
- 6) The College will ensure that a copy of all correspondence and notes are kept on file.

### **STAGE 4 FORMAL COMPLAINT TO HAMPSHIRE COUNTY COUNCIL**

- 1) This stage is available to complainants if they are not satisfied with the way the Governing Body has dealt with their complaint at Stage 3.
- 2) The complaint should be set out in writing and sent to the Assistant County Education Officer, who will arrange for the complaint to be investigated.
- 3) Subsequently, a panel consisting of the Assistant County Education Officer and two elected members of Hampshire Education Committee, who do not have recent personal involvement with Crookhorn College, will consider the complaint and a response will be notified in writing.

### **STAGE 5 BEYOND THE LOCAL AUTHORITY – THE SECRETARY OF STATE**

- 1) Complaints may be taken to the Secretary of State for Education and Employment under Section 496 of the Education Act 1996, on the grounds that a Governing Body or Local Authority is acting or proposing to act unreasonably, or under Section 497 of the same Act, on the grounds that either the Governing Body or the Local Authority has failed to discharge its duties under the Act. The Secretary of State may contact the Governing Body or the Local Authority for more information in order to consider the complaint.



# CROOKHORN COLLEGE

## COMPLAINT/FEEDBACK/SUGGESTIONS FORM

When a complaint is received, it will be acknowledged by telephone, letter or email within two working days. Please complete and return to the Headteacher's PA.

Name of Parent/Complainant
Student's Name
Your relationship to the student
Daytime telephone/mobile number
Evening telephone number
Email address
Please give details of your complaint (please continue on a separate sheet if necessary)
Have you previously discussed this matter with a member of staff? If so, who did you speak to and what was their response? Please state what actions were taken to try to resolve your complaint.
Please attach any supporting paperwork/documentation (please state/list documents attached below)
What actions do you feel might resolve the complaint at this stage?
Signature
Date



# CROOKHORN COLLEGE

## Suggestions or comments:

We aim to give the best service possible and we welcome your comments. The feedback this provides is invaluable. If you would like to make any suggestions or comments, please complete this form and hand it in to Reception.

Name:

Address:

Post code:

Tel: (day)

(evening)

Would you like a reply to your comments? Yes/No

If you answer Yes, we will reply within ten working days.

## Your Comments:

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## For office use

Comment no:

Reply required: Yes/No

Date received:

Date acknowledged:

Dealt with by: