



## The Priory School

### INFORMAL STAGE – COMPLAINT RAISED WITH RELEVANT STAFF

When a complaint is made, in the vast majority of cases this is resolved through direct contact with the relevant members of staff. Complainants can find the contact details of key members of staff on the school website or by phoning the school directly.

**Pastoral complaints – for example;**

- Attendance
- Sanctions
- Student welfare
- Bullying
- E-safety

**Who to speak to?**

- 1<sup>st</sup>: Form Tutor
- 2<sup>nd</sup>: Key Stage Manager
- 3<sup>rd</sup>: Head of Year
- 4<sup>th</sup>: Assistant Headteacher

**Curriculum complaints – for example;**

- Behaviour in lessons
- Homework
- Academic progress
- Options

**Who to speak to?**

- 1<sup>st</sup>: Classroom Teacher
- 2<sup>nd</sup>: Head of Department
- 3<sup>rd</sup>: Assistant Headteacher linked to the curriculum area
- 4<sup>th</sup>: Deputy Headteacher

If the complaint comes straight to the Senior Leadership Team, then the complaint will acknowledge and delegate it to the appropriate member of staff best able to resolve the complaint.

The Line Management structure within the school allows the Senior Leadership Team to monitor complaints from an early stage in the informal process.

Complaints that are related to safeguarding, child protection and health & safety will be automatically reviewed by the Senior Leadership Team.

**If the complaint is about the Headteacher you should write to the Chair of Governors at the school.**

If the complaint has not be resolved by going through the informal stage of the complaints procedure then the complainant can progress to Stage 1

#### Stage 1- complaint heard by the Headteacher

1. Once a complaint has gone through the informal stage without resolution the complainant must directly write to the Headteacher, who will then acknowledgment the complaint within 5 school working days.
2. A meeting will be arranged between the Headteacher, key staff and the complainant to resolve the complaint. The meeting will be arranged no later than 10 school working days after receiving the complaint.
3. At the meeting the complainant will be given the opportunity to discuss the complaint and identify what actions they feel are appropriate to rectify the situation.

If the complaint has not been resolved by going through Stage 1 then the complainant must write a formal complaint to the Chair of Governors.

#### Stage 2 – Governors’ Complaints Panel meeting

1. The Chair of Governors acknowledges the complaint in writing within 5 school working days.
2. A Governors’ Complaint Panel will be set up within 28 school working days of the date of the written complaint.
3. The Chair of Governors issues a letter inviting the complainant to a hearing asking them to provide any documentation by a date at least 10 days before the hearing.
4. All relevant documentation will be circulated 7 days before the Governors’ Panel meeting.
5. A Governors’ Panel will meet with all relevant parties to review the complaint and evidence presented
6. The Chair of Governors will write to the stakeholder regarding the findings of the Governors’ Complaint Panel within 5 days.
7. The findings of the Governors’ Complaint Panel will be brought to the full Governing body including any recommendations. The Governing body can accept, reject or reject in part, the recommendations.
8. The Chair of Governors will write to the stakeholder to confirm any actions agreed by the Governing Body.

If the stakeholder feels that the complaint has not been resolved then parents may approach the Secretary of State at the Department of Education.

If the complaint was concerning Special Educational Needs then the stakeholder can complain to the Local Authority as a Stage 3 complaint. The Local Authority will aim to respond within the outcome of any further investigation within 25 working days.