



Compliments and Complaints Policy

Approved by Directors	24 th September 2012
Date for major review	September 2014
Staff Consultation	

<u>Published</u>
<ul style="list-style-type: none">• School Office• Website• MLE

SCARISBRICK HALL SCHOOL

COMPLIMENTS AND COMPLAINTS POLICY



Scarisbrick Hall School has a proud reputation for high academic standards and excellent pastoral care. This policy explains how you are able to both compliment the School and also raise any complaints that you have.

Sending a compliment to the School

A suggestion box is displayed in the School Office and forms are available so that you can give us feedback. A display of your thank-you letters are in the reception area and this helps to demonstrate the school's commitment to high standards and service. When compliments are received, the following procedure is completed:

- When a compliment is received it will be sent to the Headteacher and filed in the School Office.
- A letter is sent to the originator of the compliment thanking them for giving the compliment.
- If appropriate, we may ask that the compliment letter be placed on display.

Raising a Concern

Scarisbrick Hall School has long prided itself on the quality of the teaching and pastoral care provided to its pupils and students. However, if you do have a concern, you can expect it to be treated by the School in accordance with this Procedure.

The procedure has three clear stages;

- 1. Informal resolution**
- 2. Formal resolution**
- 3. Appeals Committee Hearing**

Each of these stages has clear timelines and guidance to ensure that the matter is dealt with effectively.

It is hoped that most complaints and concerns will be resolved quickly and informally.



Informal Resolution

- If parents have a complaint they should contact their son/daughter's Form Teacher/Tutor. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Teacher/Tutor cannot resolve the matter alone, it may be necessary for him/her to consult a Senior Teacher.
- The relevant staff member will make a written record of all concerns and complains (see annex1) and the date on which they were received.

Once your concern has been fully addressed this will be fully communicated to you. Should a complaint not be resolved at this informal stage within 14 days you will be advised to submit a formal written complaint as detailed in the section below.

Stage 2 - Formal Resolution

If you are not satisfied with the informal process described under managing concerns and wishes a matter to be considered further then you should write to the Headteacher who will:

- Acknowledge your written complaint within **5 school days** of receipt and provide an opportunity to meet with you to discuss the complaint;
- Investigate the complaint and make a written response within **10 school days** of receipt of your complaint. If this is not possible, a letter will be sent to you explaining the reason for the delay and providing a revised target date;
- Include in the written response full reasons for the conclusions reached and what action, if any, the school proposes to take to resolve the matter;
- Acknowledge that all correspondence and statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under Section 162A of the 2002 Act requests access to them

If your initial complaint is sent to the Directors, they will forward it to the Headteacher in order for the above procedure to operate.

If the Headteacher has been involved at the informal stage or the complaint involves the Headteacher, your complaint will be investigated by a Director.

If you still remain dissatisfied, you will be advised that, in order to progress the complaint further you must notify the Directors in writing within **ten school days**, copying the original complaint form.

Stage 3 - Appeals Committee Hearing

In such cases:

- a written acknowledgement of the complaint and a request for it to be heard by a Complaints panel will be sent to you within **five school days**
- the letter will inform you that the complaint will be heard by a panel of three, one of whom is independent of the management and running of the school within **twenty school days** of receiving the complaint. It will also inform you of the right to submit any further documents other than the complaint form and that these must be available to the panel within **five school days** of receipt of the acknowledgement letter.
- You will be allowed to be accompanied at the panel hearing if they wish;
- The Directors will send a copy of the letter of acknowledgement of the complaint to the Headteacher and request a written report in response to the complaint within **five school days** of receipt of the letter.
- The Directors will then convene a Complaints Panel meeting. The date, time and venue for the meeting will then be confirmed at least **five school days in advance**.
- The names of all parties and witnesses (if any) to attend the meeting and all relevant documents to be referred to at the meeting will also be provided to all people involved at least **five school days** prior to the meeting.
- Following the hearing, a written decision will be sent to both you and the Headteacher within **ten school days** of the hearing.
- The letter will explain that the decision of the panel is final but that complaints can be taken to the Secretary of State or a body conducting an inspection under section 163 of the 2002 Act.

The school will keep a written record of all complaints, and whether they are resolved at the preliminary stage or proceed to a panel hearing.



Annex 1:



Date	
Name of person making the compliment:	
Name of person receiving the compliment:	
Pupil's name (if applicable):	
Pupil's Form (if applicable):	

Details of the compliment: (Attach copy of any written communication)

Action Taken: (who, what, when)

Reported To:

Review/Follow Up:

Annex 2:



Date	
Name of person making the complaint:	
Name of person receiving the complaint:	
Pupil's Name (if applicable):	
Pupil's Class (if applicable):	

Details of the complaint: (Attach copy of any written communication)

Action Taken: (who, what, when)

Reported To:

Review/Follow Up:

Annex 3:

Compliments and Complaints Notice for Display and in the School Prospectus.



We are pleased that you have chosen Scarisbrick Hall School. We very much value your opinion and you may wish to use the suggestion box in the school reception area. We may also invite your opinion via questionnaires and forums.

Please inform us when the service we provide exceeds your expectations. We particularly like to know about any member of staff who 'goes the extra mile for you'.

If you have any concerns please let us know straight away. If the matter is urgent and you wish to speak with a member of staff please come to the school office so that you can be signed in and the appropriate member of staff informed.

We will respond immediately to your concern and seek to work together to resolve the matter as speedily as possible.

If you feel the matter has not been resolved to your satisfaction, you may obtain a copy of the complaints procedure from the school office.