



# Complaints Policy

Academic year: 2018-19

## Introduction

Derby Grammar School prides itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this procedure.

## Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint or concern they should normally contact their child's Form Tutor. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Tutor cannot resolve the matter alone, it may be necessary for him/her to consult a Head of Department or Head of Year.
- Complaints made directly to a Head of Year or Head of Department will usually be referred to the relevant Form Tutor unless the Head of Year or Head of Department deems it appropriate for him/her to deal with the matter personally.
- The Form Tutor will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 10 working school days, or in the event that the Form Tutor and the parent fail to make a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this procedure.
- If the complaint is against the Head then parents are advised to write to the Governors so that the matter can be dealt with directly.

## Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- Usually the Head will meet with and/or speak to the parents concerned, normally within 7 working school days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head to carry out further investigations.
- The Head will keep written records of all meetings and interviews held in relation to complaints.
- Once the Head is satisfied that, as far as is practicable, all of the relevant facts have been established, a decision will be reached and the parents informed in writing in a further 7 working school days. The Head will also give reasons for the decision.

- If parents are still not satisfied with the decision, they should proceed to stage 3.

### **Stage 3 – Submission to a Governors’ Panel**

- If parents seek to invoke stage 3, following a failure to reach an earlier resolution, they will be referred to the Chairman of Governors who will appoint a Complaints Panel to hear the complaint.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three members, not directly connected with the complaint, be chaired by a member of the Governing Body and will contain one person who is unconnected with the management or running of the school. The Chairman of the Panel will then acknowledge the complaint and schedule a hearing to take place as soon as is practicable and normally within 10 working school days.
- If the Panel deems it necessary, it may require further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars should be supplied to all parties no later than 5 working school days prior to the hearing.
- One other person may accompany the parents to the hearing, relative, friend or teacher. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents’ complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make recommendations within 14 working school days. The Panel will write to the parents informing them of its decisions and reasons for it. The Panel’s findings will be sent in writing to parents, the Headmaster and where relevant, the person complained of. The findings and recommendations will be available for inspection on the school premises with the Chair of Governors and the Headmaster.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except as required by Section 109 of the 2008 Education Act. In 2017/18 the School received one complaint that was dealt with by Governors.

A written record of the complaint will be kept, whether resolved at the preliminary stage, at stage two or proceeded to the Governors’ Panel. Records of actions taken as a result of a complaint will also be kept.

Pupils complaints are considered seriously and where they cannot be resolved to a pupil’s satisfaction an appropriate outcome will be reached which balances the rights and duties of pupils.

Pupils are not penalised for making a complaint in good faith.

## **APPENDIX**

**Appendix 1:** Definition of 'Working School Day' A 'Working School Day' is defined as a day during Derby Grammar School's term time, between the normal school hours of 8.30am to 4.00pm, Monday to Friday. We do not count any days that are outside of our advertised term times or are school closure days/INSET/Staff Training days. If you wish to see a copy of our term dates, please check on the website.

*Number of formal complaints received in the last academic year, 2017-18: 1*