



Complaints Policy

This policy meets the statutory requirements for the provision of a complaints policy.

Date approved: September 2016

Date of Next Review: September 2018

Article 4

Governments must do all they can to make sure every child can enjoy their rights.



Article 5

Governments must respect the rights and responsibilities of parents and carers to direct and guide their children as they grow up, so that they can enjoy their rights properly.

Article 12

Every child has the right to have a say in all matters affecting them, and to have their views taken seriously.

Links to other policies	Staff discipline and grievance
<p>Rationale</p> <p>The governors and headteacher will take all complaints seriously and aim to resolve issues rapidly in the most effective way.</p> <p>Reference to:</p> <p>Working Together to Improve Schools How to Make a Complaint (BFBC Leaflet, to be found online at: http://www.bracknell-forest.gov.uk/education-complaints-information-leaflet.pdf)</p> <p>BFBC Corporate Complaints Procedure, to be found online at: http://www.bracknell-forest.gov.uk/complaintsprocedure</p> <p>Complain about a School or Childminder (DfE Guidance, to be found online at: https://www.gov.uk/complain-about-school)</p>	

The Policy

1. Wildmoor Heath School is concerned with meeting the needs of students, parents and others who have a stake in the school. The governing body believes that feedback is an important aspect of self-review, school improvement and the raising of standards. Students, parents, carers or other adults who have concerns or complaints should feel that they can be voiced and that the complaint will be considered seriously.
2. The Headteacher will seek to resolve complaints by informal means wherever possible.
3. Certain topics are beyond the scope of this policy for example complaints about the national curriculum, collective worship, religious education, pupil exclusions and school admissions. These will be covered directly by the Bracknell Forest Council Local Authority (the LA). In such cases the Headteacher will advise the complainant and direct them to the LA.
4. This policy sets out the most suitable and effective process for dealing with the majority of complaints which are not covered by alternative statutory procedures (see above). In most cases any concern or complaint, regardless of whose attention it is initially brought to, should be discussed informally. All complaints will be dealt with through stages which are outlined below:
 - I. Stage 1 (School) Complaint discussed informally with an appropriate member of school staff. Complainant advised of any action to be taken where appropriate.
 - II. Stage 2 (School) Complaint discussed informally with Headteacher. If an informal resolution is not reached, complaint is submitted in writing to the Headteacher who formally acknowledges it within 5 school days. Investigation conducted and findings fully reported to complainant within a further 10 school days.
 - III. Stage 3 (School) Complaint submitted in written form to the Chair of Governors who acknowledges it within 10 school days. The Chair of Governors determines how the complaint is to be dealt with. If necessary, the Chair of Governors will select a panel of Governors to attend a complaints hearing. The committee must meet within 15 school days and the committee's findings will be reported to the complainant within 5 days of this hearing.
 - IV. Stage 4 (Local Authority) Complaint submitted to the LA on the basis that original complaint was not properly dealt with by the school's complaint procedure. The LA acknowledges complaint within 3 working days and informs the Chair of Governors. The LA investigates complaint and reports its findings to the Chair of Governors and complainant within a further 20 working days.
 - V. Stage 5 (Local Government Ombudsman or the Secretary of State for Education.) Complaint submitted in writing to the Local Government Ombudsman or the Secretary of State for Education. The Ombudsman only investigates issues of maladministration. The Secretary of State may intervene if a governing body or LA has not carried out its statutory duty or has acted unreasonably.
5. Complaints will be dealt with quickly, fully and fairly and within the clearly defined time limits. The aim is to provide effective responses and appropriate redress whilst maintaining good working relationships between all people involved with the school.
6. Although each of the stages within the procedure should occur consecutively, it is not necessary for each stage to immediately follow the last. Complainants may need some time to decide

whether or not they wish to pursue the matter any further.

7. The Chair of Governors can write to a complainant and refuse to consider their complaint at stage 3 if he or she feels that there are insufficient grounds to do so, if the complaint has already been considered at this stage or if it has been closed. In all cases, the complainant then has the right to take their complaint to the LA (stage 4) who will, if appropriate, investigate the school's adherence to the complaints policy.
8. If at any stage, as the result of a complaint, a decision or course of action is taken with regards to an individual (apart from the complainant) which they feel is ungrounded, unjustified or incorrect they have the right to appeal.
9. This policy will be available via the school website or at request.

Confidentiality is vital. All conversations and correspondence will be treated with discretion. Complainants have the right to know what use will be made of personal information and, accordingly, personal information will only be shared between staff on a 'need to know' basis.

Monitoring and evaluation

All complaints and the action taken will be documented and will be reported to the Chair of Governors.