



Complaints Policy and Procedure



Contents

1. Introduction.....	3
2. Which procedure do I need?.....	3
3. Raising concerns.....	4
4. Who should I approach and how?	4
5. Safeguarding	5
6. Social media	5
7. Confidentiality.....	5
8. Complaints that result in staff capability or disciplinary	5
9. Recording and monitoring complaints.....	5
10. Procedure.....	6
11. Timeline.....	6
12. Timeframes.....	7
13. Complaints about the headteacher or the governors	7
14. Stage 1 – Informal investigation by staff member	7
15. Stage 2 – Formal investigation by member of senior leadership team (SLT).....	8
16. Stage 3 – Appeal – review by a panel of the School’s governing body	9
17. Unreasonable complaints and serial and persistent complainants.....	11
18. The Emmbrook School contact details and staff roles.....	13
19. Contact details for external organisations if not satisfied with the outcomes of the complaints procedure in full	13
20. Relevant legislation and guidance.....	14
Appendix 1	15
Staff and their roles.....	15
Appendix 2	19
Order of proceedings for governor complaints panel appeal hearing.....	19
Appendix 3	21
Formal Complaints Form.....	21



1. Introduction

Our vision is to be the first-choice school for Wokingham parents, students and staff and to achieve this through our School motto of "Learning together, succeeding together".

We are committed to continuous improvement and welcome your feedback, whether it be positive or negative. All concerns and complaints are considered seriously and always with a view to securing resolution as soon as practicable. It is the School's policy to investigate concerns and complaints in a timely, open and non-adversarial manner.

In our experience, most concerns can be resolved informally either at or before stage 1 of our procedure. Occasionally, however, a concern will be too serious to be resolved in this way, perhaps needing greater investigation or because you feel that the answers given so far have not been adequate. In such circumstances, the concern will become a complaint and the formal procedure will be followed. In the rare event that the issue is not resolved at stage 2 of the procedure, stage 3 of the procedure, an appeal to a panel of governors, may be invoked.

2. Which procedure do I need?

Sometimes, when concerns are more specific, there are alternative and more appropriate policies or procedures for dealing with them.

The following list details specific topics of complaints which fall outside the scope of this policy, and the correct policy or procedure to refer to.

You can access most of the School policies on the School website or ask for a copy from the main School reception.

- **Student admissions and School reorganisation proposals:** please contact Children's Services at Wokingham Borough Council.
- **Statutory assessments of Special Educational Needs (SEN):** please contact the SEN service at Wokingham Borough Council.
- **Matters likely to require a Child Protection Investigation:** concerns should be raised direct with Wokingham Borough Council.
- **Student exclusions:** please see the School's behaviour policy. Further information on raising concerns about exclusion can be found at www.gov.uk/school-discipline-exclusions/exclusions.
- **Staff grievance, capability or disciplinary:** these are covered by the School's grievance, disciplinary and capability policies and procedures.
- **Where the complaint concerns a third party used by the School:** please complain directly to the third party themselves.
- **Anonymous complaints:** will not be dealt with under this procedure except in exceptional circumstances. Please refer to the School's whistleblowing policy.
- **Subject Access Requests and Freedom of Information Requests –** please see the School's Data Protection and Freedom of Information policy, copies of which are available on request via the main School reception.



3. Raising concerns

Most concerns can best be resolved informally, without resorting to the procedure.

Where you have a concern about any aspect of the School or your child's education or wellbeing, raise this as soon as practicable with the relevant member of staff as identified in section 4, "Who should I approach and how?". Ideally, they will be able to address your concern swiftly, or can arrange a meeting with you to discuss the issue. Staff will aim to respond within 2 working days of being notified of your concern.

All concerns will be dealt with confidentially, although the staff member may need to take notes if they feel that the matter may need to be taken further or it may arise again in the future. Any such notes will be kept in accordance with the principles of the Data Protection Act 1998. However, such notes would be able to be used to as evidence if further investigation was required, or if the concern became a formal complaint.

4. Who should I approach and how?

Identified below are the members of staff you should approach depending on the nature of your concern.

Subject specific concerns. If your child has an issue in a particular lesson, please make contact in the first instance with their subject teacher. If they are not able to resolve the matter to your satisfaction, then the curriculum leader should be involved. If the matter is still unresolved the Faculty Director (who will be a member of the School's leadership team) will support the resolution.

Similarly, if your concern is related to your child's overall pastoral experience of our School, please raise it with their tutor in the first instance and then their Year Leader. If the matter is still unresolved the Assistant Headteacher Community, who is a member of the School's leadership team, will support or refer the matter for support from another senior member of staff.

If the concern relates to the direct actions of the headteacher or a governor, please refer to section 13 "Complaints about the headteacher or the governors" below.

Contact details and information on staff roles can be found in section 18 "The Emmbrook School contact details" and Appendix 1.

If you are uncertain about who to approach, please contact in the first instance the School's complaints co-ordinator and assistant headteacher, Mr Taj Bhambra, who will be able to advise you.

If there is a difficulty in discussing a concern or complaint with a particular member of staff, the complaints co-ordinator can be contacted to support the matter be referred to that person's line manager. Similarly, if a member of staff feels they would like support in resolving a concern or complaint, the complaints co-ordinator may consider referring your concern or complaint to another staff member.

Complaints or concerns should never be raised with a School governor in the first instance, so as not to prejudice their impartiality in dealing with a complaint that moves to a formal stage. For this reason, governors will not respond to concerns or complaints outside of the formal procedure.



Our experience has been that the vast majority of concerns are most effectively resolved at the informal stage.

5. Safeguarding

Wherever a concern or complaint indicates that a child's wellbeing or safety is at risk, any action taken will be in accordance with the School's safeguarding and child protection policy. You can access this policy on the School website or ask for a copy from the main School reception.

6. Social media

In order that concerns and complaints may be resolved as quickly and fairly as possible, complainants should not discuss concerns or complaints publicly via social media, such as Facebook and twitter. Concerns and complaints will be dealt with confidentially for those involved, and we expect complainants to observe confidentiality also.

7. Confidentiality

All conversations, correspondence and notes should be treated confidential at all times (even after the procedure has completed) by all involved. Information will only be shared between staff and governors on a need to know basis.

Information may, however, be disclosed to a member of staff where a serious complaint has been made against that staff member to allow the staff member to seek appropriate advice.

Information may also be disclosed during the School's inspection or if any other legal obligation prevails.

Confidentiality will be maintained within the governing body to ensure sufficient governors have no prior knowledge of the complaint to enable a complaints panel to be convened, if required, at stage 3.

8. Complaints that result in staff capability or disciplinary

If at any formal stage of the complaint, it is determined that staff disciplinary or capability proceedings are necessary to resolve the issue, the details of this action will remain confidential to the headteacher and/or the individual's line manager. The complainant is entitled to be informed that action is being taken and the eventual outcome of any such action, but they are not entitled to participate in the proceedings or receive any detail about them.

9. Recording and monitoring complaints

At all formal stages of the procedure, the following information will be recorded by the staff member or governor handling the complaint:

- The name of the complainant;
- The date and time at which the complaint was made;



- The details of the complaint;
- The desired outcome of the complainant;
- How the complaint is investigated (including written records of interviews held);
- Results and conclusions of investigations;
- Any action taken;
- The complainant’s response.

Records will be held centrally within the School by the School’s complaints co-ordinator for 6 years from the date of resolution and can then be destroyed.

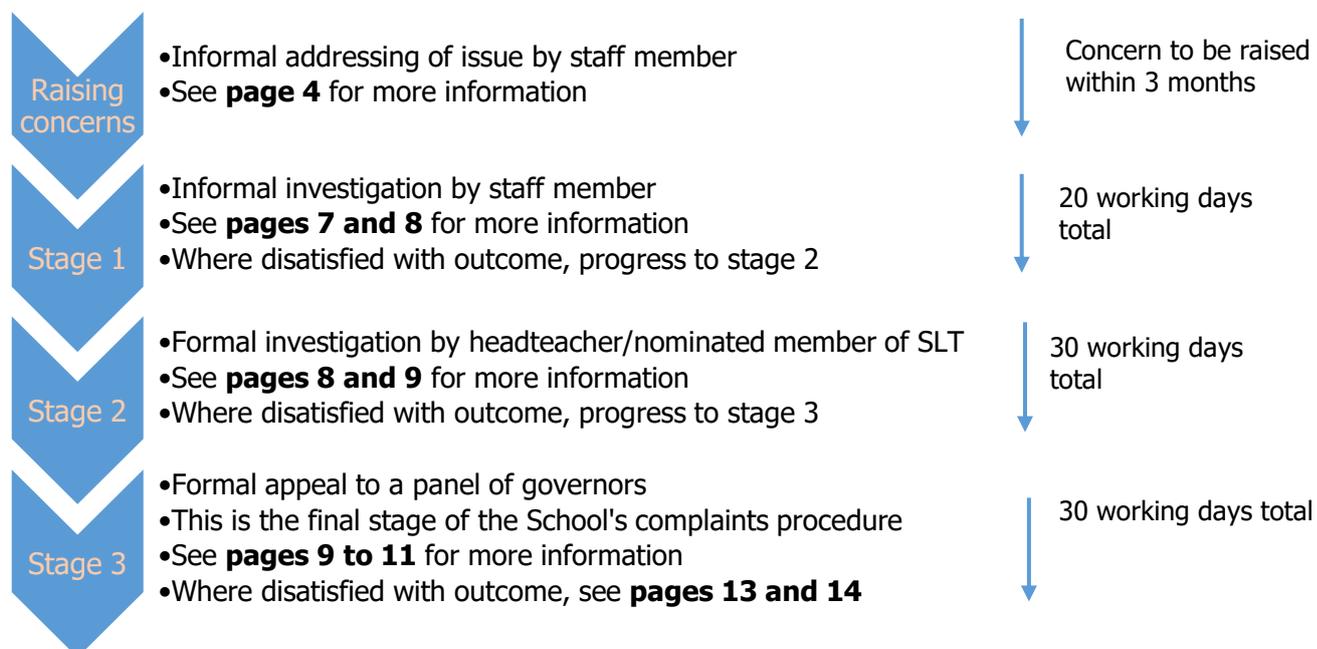
The governing body will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of this policy and make changes where it considers necessary or expedient to do so.

10. Procedure

If you need to raise an issue in the first instance, please do so with the relevant member of staff (see section 4 “Who should I approach and how?”) who will be happy to talk to you and seek to establish a solution.

If you are not satisfied with this response and believe the issue has not been resolved, please use the following procedure as detailed below.

11. Timeline



In the timeline and throughout this document, “working day” is a day when the School is open to all students.



12. Timeframes

The School will endeavour to abide by timeframes stated under each stage but acknowledges that in some circumstances, this is not always possible: for example, due to the complexity of information needed to review a complaint or difficulties regarding individual's availability to deal with the complaint. If it becomes apparent that it is not possible to complete any stage of the complaints procedure within a given timeframe, the individual responsible for handling the complaint will contact the complainant as soon as possible, explain the delay and set a new time limit for the concern or complaint to be resolved.

The School reserves the right not to investigate complaints that have been made three months after the subject of the complaint took place, except in exceptional circumstances. What is meant by exceptional circumstances is where new evidence has come to light, where the complaint is of an especially serious matter or where there is reasonable justification for why the complainant has been unable to raise the complaint before this time. The headteacher will review the situation and decide whether to enact the complaints procedure or not, informing the chair of governors of the decision.

13. Complaints about the headteacher or the governors

Where a complaint regards the headteacher, the complainant should first directly approach the headteacher in an attempt to resolve the issue informally. If the complainant is not satisfied with this outcome, they should notify the clerk to the governors (see contact details at the end of the document). The stage 2 process will then commence, but with the chair of governors as the individual responsible for the investigation rather than the headteacher or another member of the senior leadership team nominated by the headteacher.

Where a complaint regards a governor, the same process applies as for the headteacher. Where a complaint concerns the chair of governors, the individual should contact the clerk to the governors. Informal resolution will be sought, but where this fails, the complaints procedure at stage 3 will take immediate effect. The vice chair of governors will mediate any proceedings.

Stages of the complaint

14. Stage 1 – Informal investigation by staff member

Where, as a result of raising a concern the complainant still feels that the issue has not been addressed, or where the outcome has been that the complaint needs further investigation than can be resolved briefly, they may progress by making an informal complaint. In doing so, the following steps will be followed:

1. The complainant contacts the School's complaints co-ordinator. This may be by letter or email or in person by a pre-arranged appointment, requested via the School office.
2. The complainant must explain (where practicable, in writing):
 - an overview of the complaint so far;
 - who has been involved;



- why the complaint remains unresolved;
 - the action they would like to be taken to put things right.
3. The complaints co-ordinator will nominate an appropriate member of staff to investigate. This staff member will respond within 5 working days of the complaints co-ordinator having received the complaint and will explain what action they intend to take.
 4. Where the complaint is about a member of staff or a governor, the complaints co-ordinator will arrange an informal mediation meeting between the two parties to see if a resolution can be come to.
 5. The staff member will provide a written confirmation of the outcome of their investigation within 15 working days of having sent confirmation of the intended action. Where the complainant is not satisfied with the outcome, they are able to progress to stage 2 of the complaints process and launch a formal complaint.
 6. The staff member who investigates the complaint at stage 1 will make a record of the concern, their investigation and the outcomes which will be passed on to the complaints co-ordinator with their written confirmation to the complainant without delay at the conclusion of stage 1 and held centrally in line with the principles of the Data Protection Act 1998.

15. Stage 2 – Formal investigation by member of senior leadership team (SLT)

1. The complainant may submit a formal complaint to the headteacher. To do so, the complainant must contact the headteacher with details of the complaint. See the end of the procedure for the headteacher's contact details and for a copy of a Formal Complaint Form which is provided to assist.
2. The complainant must submit their formal complaint as soon as practicable and within 10 working days of receipt of the staff member's written confirmation of the outcome at stage 1 or it will not be considered, except in exceptional circumstances.
3. The headteacher or another member of the senior leadership team (SLT) nominated by the headteacher may investigate and respond to the complaint at stage 2. References in the procedure to SLT investigator refer to the headteacher or the relevant SLT member, where nominated.
4. The SLT investigator will reply in writing within 10 working days of the date of receipt of the complaint to acknowledge receipt of the complaint and explain what action will be taken, giving clear timeframes.
5. A log of all correspondence and conversations in relation to the complaint will be kept in accordance with the Data Protection Principles.
6. All relevant evidence will be considered by the SLT investigator. This may include but is not limited to:
 - a statement from the complainant;
 - where relevant, a statement from an individual who is the subject of the complaint;



- any previous correspondence regarding the complaint;
 - any supporting documents in either case;
 - any interview with anyone related to the complaint.
7. The SLT investigator may decide to have a meeting with the complainant (and where relevant, the subject of the complaint) if they feel that it would be appropriate for the investigation.
 8. After considering the available evidence, the SLT investigator can:
 - Uphold the complaint and direct that certain action be taken to resolve it.
 - Reject the complaint and provide the complainant with details of the stage 3 appeals process.
 - Uphold the complaint in part: in other words, the SLT investigator may find one aspect of the complaint to be valid, but not another aspect. They may direct for certain action to be taken to resolve the aspect that they find in favour of the complainant.
 9. The SLT investigator must inform the complainant of their decision in writing within 20 working days of having issued written acknowledgement of the receipt of the complaint. They must explain clearly why they have come to the decision that they made. They must detail any agreed actions as a result of the complaint. Finally, they must provide the complainant with details of how to progress the complaint to stage 3 if they are not satisfied, providing them with the contact details of the clerk to the governors.
 10. A copy of the SLT investigator's letter informing the complainant of their decision and the log referenced in sub-paragraph 5 above will be passed without delay at the conclusion of stage 2 to the complaints co-ordinator and held centrally in line with the principles of the Data Protection Act 1998.

16. Stage 3 – Appeal – review by a panel of the School's governing body

If the complainant wishes to appeal a decision by the SLT investigator at stage 2 of the procedure, or they are not satisfied with the action that the SLT investigator took in relation to the complaint, the complainant is able to appeal this decision.

They must write to the clerk (see the contact details at the end of the procedure) as soon as possible after receiving notice of the SLT investigator's decision, briefly outlining the content of the complaint and requesting that a complaints appeal panel is convened. Only matters which relate to any complaint(s) investigated at stage 2 will be considered, although the panel may use its discretion to consider other relevant and related matters that may subsequently arise.

The clerk will fulfil the role of organising the time and date of the appeal hearing, inviting all the attendees, collating all the relevant documentation and distributing this no later than 5 working days in advance of the meeting, recording the proceedings in the form of minutes, and circulating these and the outcome of the meeting.

The complainant must request an appeal panel within 4 weeks of the SLT investigator's letter informing the complainant of their decision or it will not be considered, except in exceptional circumstances. On receipt of this written notification, the following steps will be followed:



1. The clerk will write to the complainant within five working days to confirm receipt of the appeal request and notify the complainant of the date, time and venue for the hearing of their appeal.
2. The clerk will convene a panel of three School governors. All three panel members will have no prior knowledge of the content of the complaint.
3. The appeal hearing will normally take place within 20 working days of the date of the confirmation letter from the clerk to the complainant, confirming the appeal.
4. In addition to the panel, the following parties will be invited, where applicable, and will be entitled to submit written representations and address the panel:
 - the complainant,
 - the SLT investigator who dealt with the complaint at stage 2 or the headteacher (as determined at the headteacher's discretion),
 - where the complaint regards a member of staff, the staff member who is the subject of the complaint.

The complainant is also able to bring a companion with them to the hearing if they wish. Where the subject of the complaint is a member of staff, that staff member is also able to bring a companion with them.

The companion will be a friend or a colleague. Neither party is able to bring legal representation with them. If after the hearing any party feels that legal action is necessary, please see the contact details at the end of the procedure.

5. If the attendance of any student is required at the hearing, parental permission will be sought if they are under the age of 18. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing.

Where the complaint is about a governor, the complainant may request that the appeal is heard by an entirely independent panel. It is at the discretion of the governing body who will notify the clerk of their decision. Where an entirely independent panel is required, timescales may be affected while the School sources appropriate individuals for the review.

6. All parties will be given the opportunity to submit written evidence to the panel, including:
 - documents in support of the complaint,
 - chronology and key dates relating to the complaint and the School's response, and
 - details of the decision at stage 2.

Documents will be collated by the clerk to the governors, who will then circulate the documentation to all parties, including the panel members, no later than 5 working days before the appeal hearing. Wherever possible, all written evidence must be received by the clerk no later than 10 working days in advance of the appeal hearing.

7. Each party is entitled to request that supporting witnesses attend the appeal hearing with them, such request to be made (wherever possible in writing and



including details of the witness(es)) to the clerk no later than 10 working days in advance of the appeal

8. hearing. It is entirely at the discretion of the panel whether witnesses may be called and heard in support of either party's representations. Where witnesses are called, they may be questioned by the panel and either party.
9. At the appeal hearing, the panel chair will allow each party involved to explain their understanding or interpretation of events and the panel and the other party to question them for further clarification in line with the order of proceedings set out in the appendix. Ultimately, the panel chair has control over the proceedings.
10. After the panel meeting, the panel will deliberate in private to consider the complaint and the evidence presented.
11. The panel can make the following decisions:
 - dismiss the complaint in whole or in part;
 - uphold the complaint in whole or in part;
 - decide on the appropriate action to be taken to resolve the complaint;
 - recommend changes to the School's systems or procedures to ensure that problems of a similar nature do not recur.
12. The complainant and the headteacher will be informed by the panel chair in writing of the outcome of the appeal within 5 working days.

This is the final stage at which the School will consider the complaint. If the complainant remains dissatisfied and wishes to take the complaint further, they should refer to section 19 ("Contact details for external organisations...") at the end of this document. The School will not consider the complaint beyond this.

17. Unreasonable complaints and serial and persistent complainants

The School is committed to handling all complaints fairly and impartially. The School will not normally limit the contact complainants have with the School. However, the School does not expect staff members to tolerate unacceptable behaviour and will take such action as the School may consider appropriate or expedient to protect staff members from such behaviour, including behaviour which is abusive, offensive or threatening.

The School defines serial and unreasonable complainants as "those who, because of the frequency or nature of their contact with the School, hinder our consideration of their or other people's complaints".

A complainant may be regarded as unreasonable when they:

- refuse to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- refuse to co-operate with the complaints investigation process while still wishing their complaint to be resolved;
- refuse to accept that certain issues are not within the scope of a complaints procedure;



- insist on the complaint being dealt with in ways which are incompatible with the School's complaints procedure or with good practice;
- introduce trivial or irrelevant information which they expect to be taken into account and commented on, or raise large numbers of detailed but unimportant questions, and insist they are fully answered, often immediately and to their own timescales;
- make unjustified complaints about staff who are trying to deal with the issue(s) and seek to have them replaced;
- change the basis of the complaint as the investigation proceeds;
- repeatedly make the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
- refuse to accept the findings of the investigation into that complaint where the School's complaint procedure has been fully and properly implemented and completed;
- seek an unrealistic outcome;
- make excessive demands on the School's time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and/or by telephone while the complaint is being dealt with.

A complaint may also be considered unreasonable if the person making the complaint does so face-to-face, by telephone, in writing or electronically:

- maliciously;
- aggressively;
- using threats, intimidation or violence;
- using abusive, offensive or discriminatory language;
- knowing it to be false;
- using falsified information;
- publishing unacceptable information in a variety of media such as on social media websites and newspapers.

Complainants should limit the number of communications with the School while a complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text) as it could delay the outcome being reached.

Whenever possible, the headteacher will discuss any concerns with the complainant informally before applying an 'unreasonable' judgement.

If the behaviour continues the headteacher will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact the School causing a significant level of disruption, the School may specify methods of communication and limit the number of contacts in a communication plan drawn up by the School. Such a plan will typically be reviewed after 6 months.



In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include (but not be limited to) banning an individual from the School.

18. The Emmbrook School contact details and staff roles

The chair of governors, the headteacher, the School's complaints co-ordinator and other members of staff, including the clerk to governors, can be contacted through the School office.

Address: The Emmbrook School, Emmbrook Road, Wokingham RG41 1JP

Telephone: 0118 978 4406

All staff can be contacted directly by email. The School's standard email address format for staff is initialsurname@emmbrook.wokingham.sch.uk.

For example, as at the date of this document:

- the School's complaints co-ordinator is Mr Taj Bhambra and his email address is tbhambra@emmbrook.wokingham.sch.uk;
- the clerk to governors is Mrs Rebecca Clarke and her email address is rclarke@emmbrook.wokingham.sch.uk.

Please refer to Appendix 1 to identify staff and their respective roles in the School.

If you have any queries regarding any aspect of the complaints procedure, please direct these in the first instance to the School's complaints co-ordinator.

19. Contact details for external organisations if not satisfied with the outcomes of the complaints procedure in full

If once stage 3 of the School's complaints procedure has been concluded, you are dissatisfied with the outcome, you have the right to refer your complaint to the Secretary of State.

The Secretary of State has a duty to consider all complaints raised but will only intervene where the governing body has acted unlawfully or unreasonably and where it is expedient or practical to do so. The School Complaints Unit (SCU) considers complaints relating to local authority-maintained schools on behalf of the Secretary of State.

Further information can be obtained from the SCU by calling the National Helpline on 0370 000 2288 or going online at: <https://www.education.gov.uk/help/contactus> or by writing to:

Department for Education
School Complaints Unit
2nd Floor, Piccadilly Gate
Store Street
Manchester
M1 2WD



The Chief Inspector (Ofsted) has the power to investigate complaints about schools as a whole.

Complainants can contact Ofsted (<https://contact.ofsted.gov.uk/onlinecomplaints>) if they think a school is not run properly and needs investigating. Ofsted will not normally investigate cases to do with individual pupils. This course of action is only available once the School's complaints procedure has been completed in full.

You may seek advice from the Department for Education at <https://www.gov.uk/complain-about-school> or from ACE Education at <http://www.ace-ed.org.uk/> or on the ACE Adviceline which is available Monday to Wednesday from 10am to 1pm (term time only) on 0300 0115 142.

20. Relevant legislation and guidance

The Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/contents>

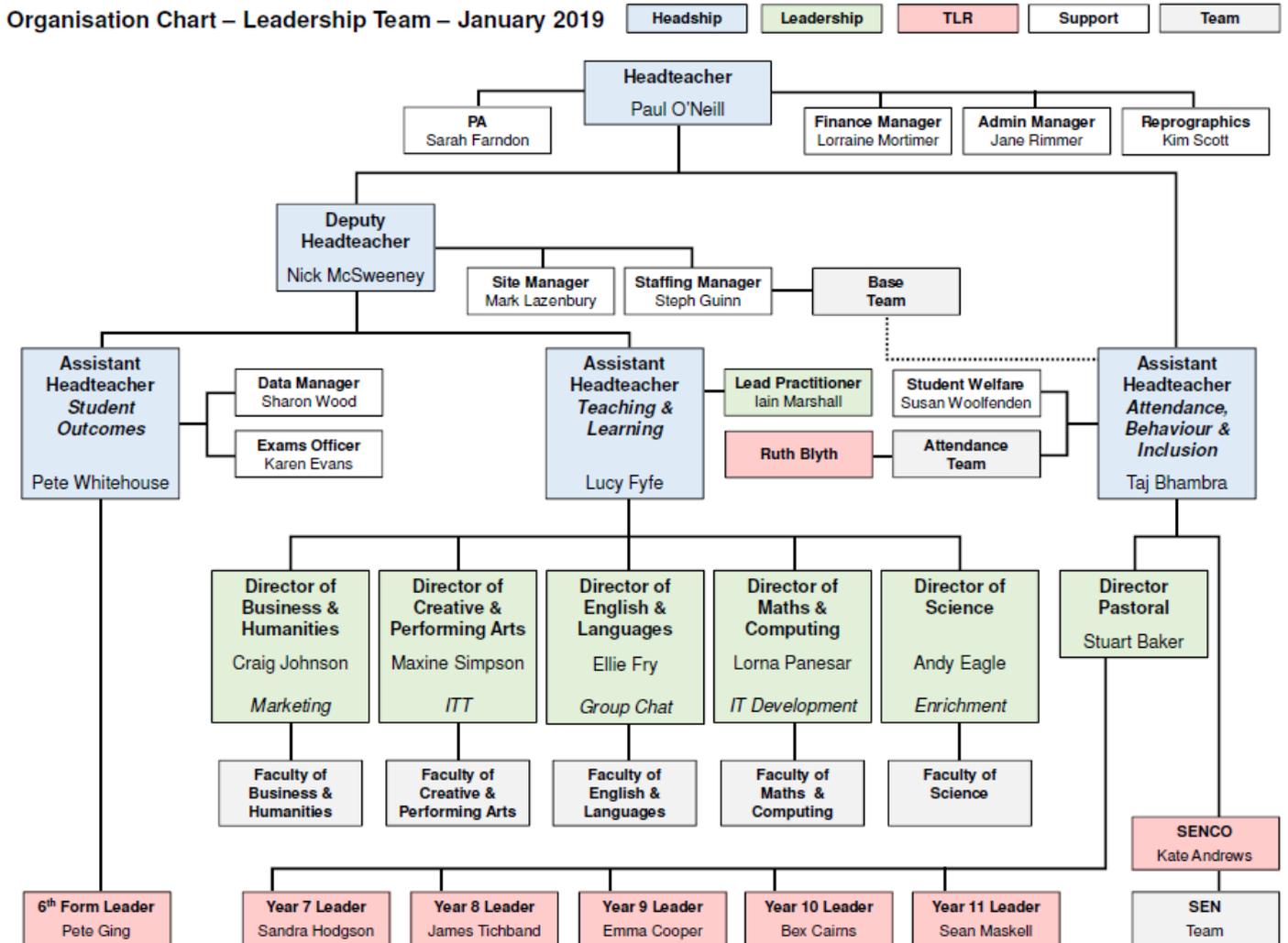
The Data Protection Act 1998 <http://www.legislation.gov.uk/ukpga/1998/29/contents>

Education Act 2002 <http://www.legislation.gov.uk/ukpga/2002/32/contents>

The Department for Education Best Practice advice for school complaints procedures <https://www.gov.uk/government/publications/school-complaints-procedures>

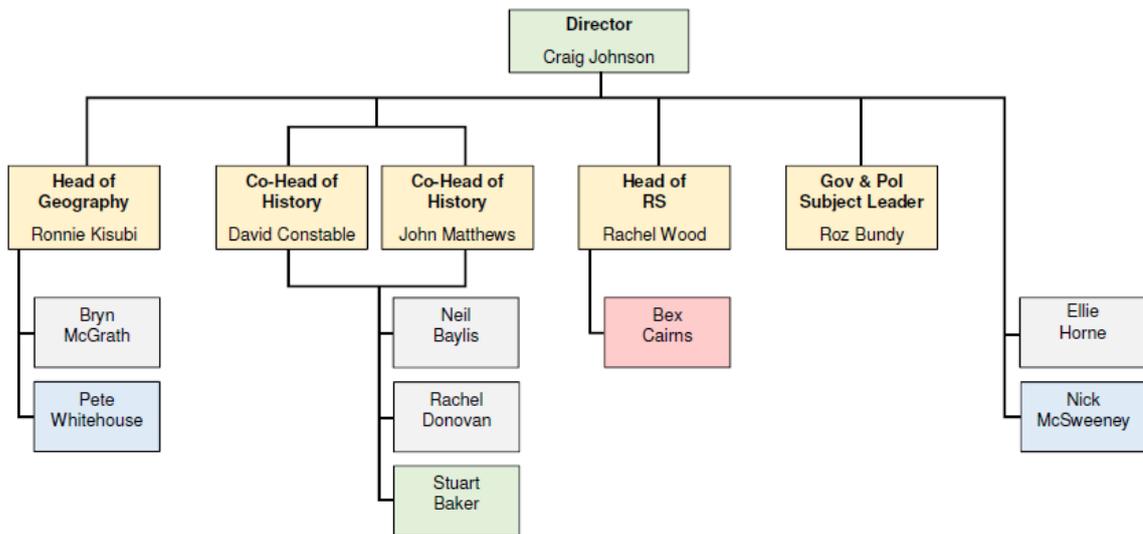


Appendix 1 Staff and their roles

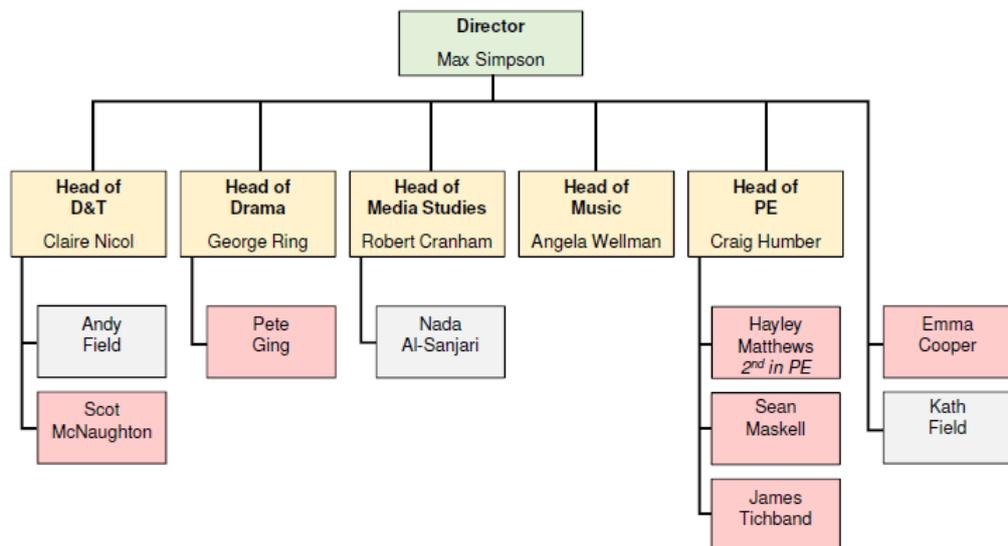




Faculty of Business & Humanities

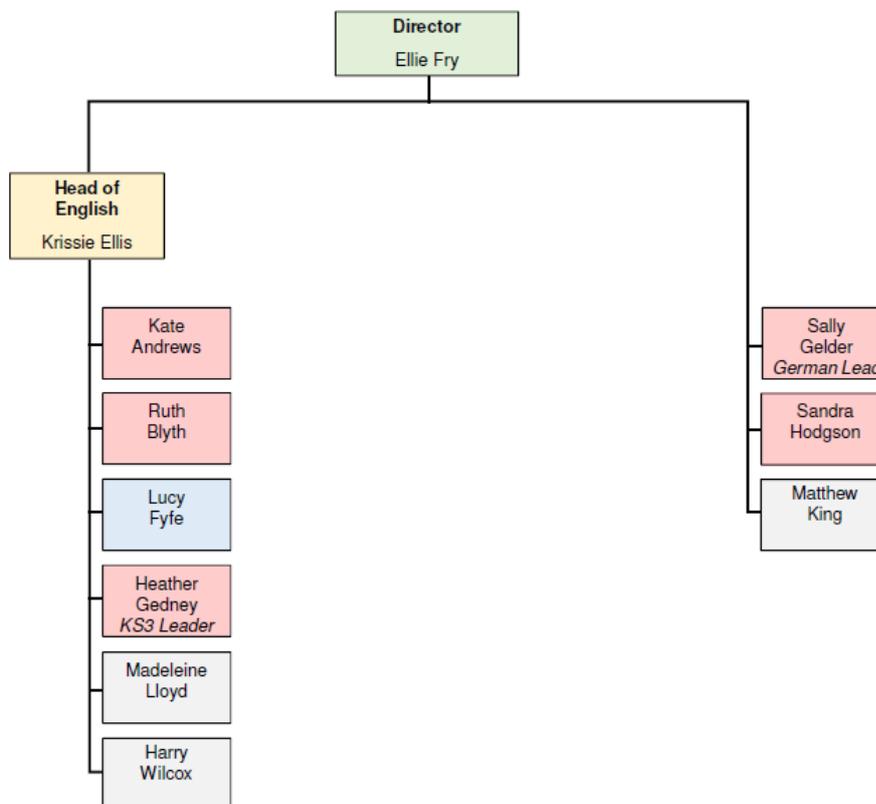


Faculty of Creative & Performing Arts

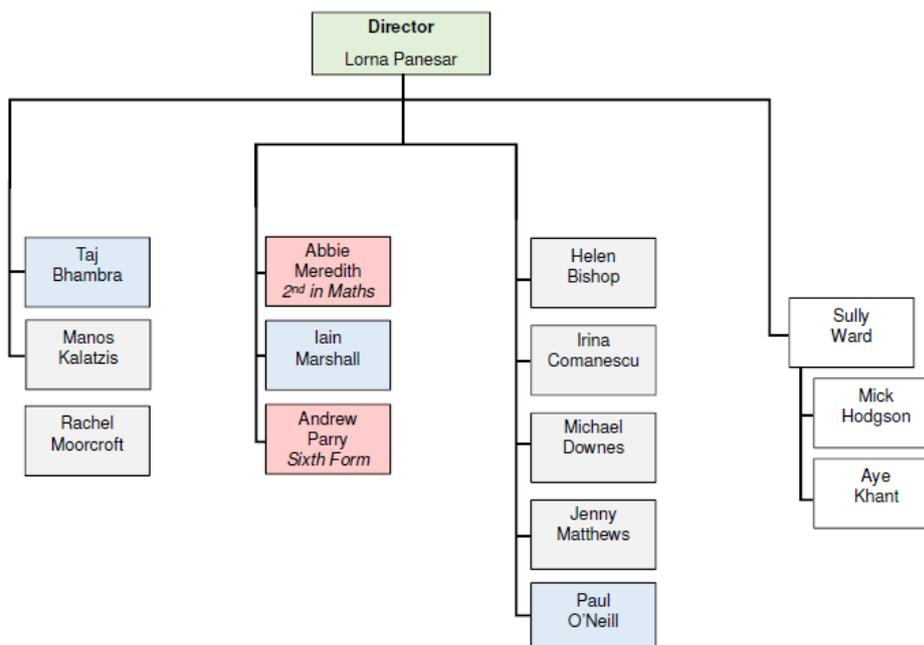




Faculty of English & Languages

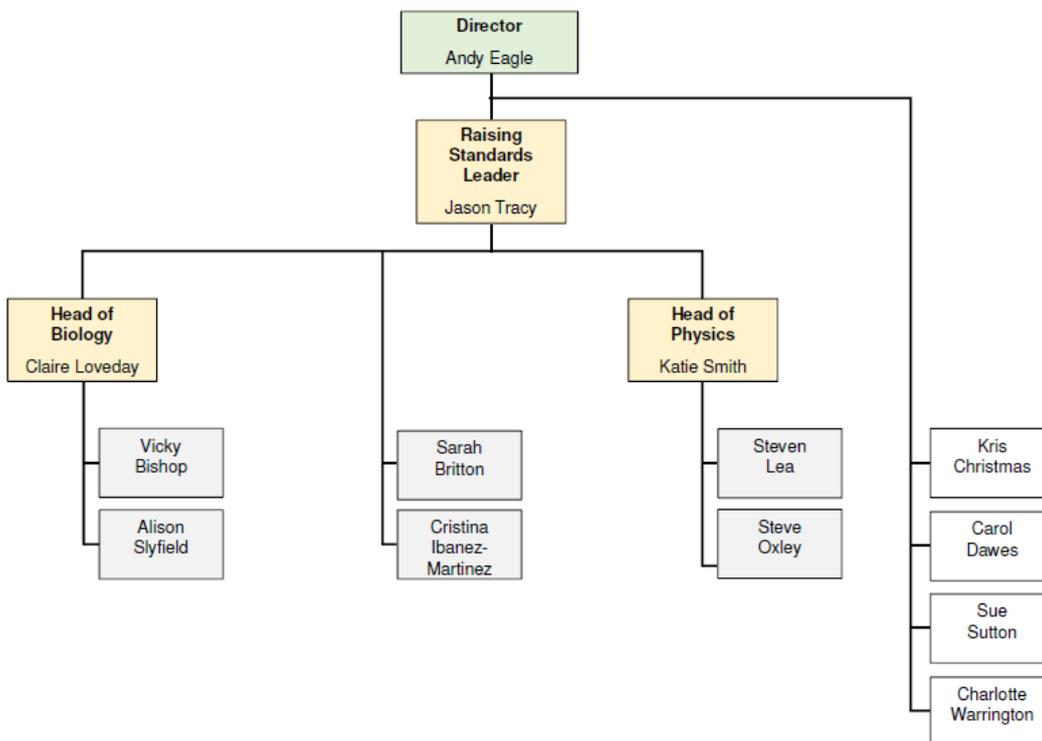


Faculty of Maths & Computing

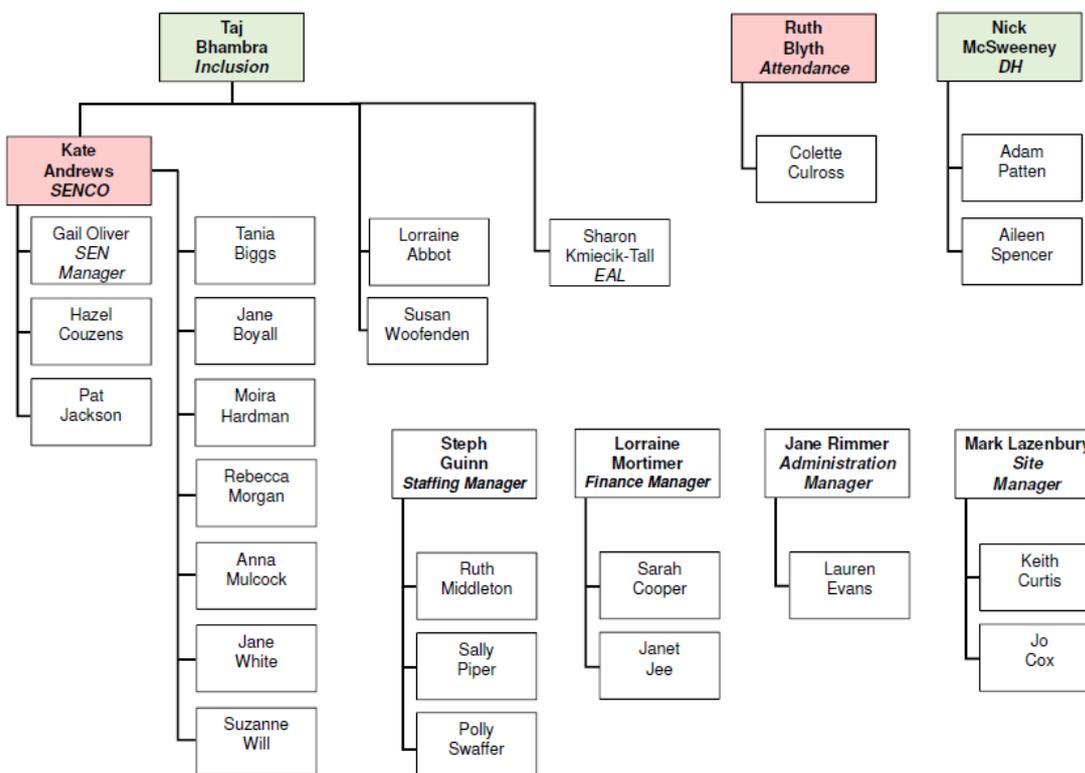




Faculty of Science



Non-Faculty Based Teams





Appendix 2

Order of proceedings for governor complaints panel appeal hearing

1. Terms of Reference

The panel will be convened according to the complaints procedure published by the School as part of its complaints policy. All parties should have received a copy of the procedure.

2. Composition

The panel will consist of three governors previously unconnected with the case. The Chair of the panel will be agreed by the other members of the panel.

3. Meeting minutes

The meeting will be minuted by a nominated clerk who will be appointed by the panel and will usually be the clerk to the governing body. The meeting minutes are confidential.

4. Chair's Introduction

1. Welcome and introduce everyone in the room and their role in the proceedings. Those present will be the panel members, the clerk, the headteacher (or the person representing the School), the complainant (both parties are entitled to be accompanied by a friend or relative).
2. Witnesses in support of either the School or the complainant should wait outside the room until called.
3. Explain the reason for the panel being held – to offer a fresh and fair look at the complaint from stage 2 as defined in the complaints procedure.
4. Explain that the panel cannot consider new complaints at this stage.
5. Explain the structure of the meeting.
6. Explain that the panel will deliberate separately, in private, after the meeting and their conclusions will be sent out to all parties within 5 School days.
7. Ensure that everyone has a copy of the papers including a copy of the complaints procedures.
8. Check that everyone understands all the above.
9. The Chair must ensure that:
 - I. There is a clear statement of the complaint which is the same as the complaint previously investigated. It may be appropriate to clarify if any aspects of the complaint fall outside the remit of the panel.
 - II. There is a clear statement of the outcomes desired.



5. Structure of the meeting

1. The complainant will be given the opportunity to explain their complaint.
2. The panel and the headteacher (or person representing the School) will be allowed to ask the complainant questions.
3. The headteacher (or person representing the School), will be given the opportunity to present the School's response, interpretation or view about the complaint.
4. The panel and the complainant will be allowed to ask the headteacher (or person representing the School) questions.
5. At the panel's discretion, witnesses may be called and heard in support of either party's representations, and if so may be questioned by the panel and either party.
6. The complainant will be given the opportunity to make a final statement.
7. The headteacher (or person representing the School) will be given the opportunity to make a final statement.
8. The Chair of the panel will confirm with both parties that they have had the opportunity to put their case.
9. The Chair of the panel will thank all for attending and explain that the panel will deliberate separately in private and a letter setting out the panel's conclusions will be sent out within 5 working days.

6. Deliberation and conclusion

The main points of the complaint must all be addressed. For each point, the panel should explain their findings based on fact where possible. The panel will consider the outcomes requested and agree or disagree giving reasons. The panel can make recommendations to either the headteacher or the governing body.

The concluding letter will be signed by or on behalf of the Chair of the panel and sent out promptly within 5 working days of the meeting. The letter should indicate that this is the final stage of the Schools complaints procedure and, where relevant, refer the complainant, if dissatisfied with the outcome, to other available avenues.



Appendix 3 Formal Complaints Form

Name	
Name of student, year group and your relationship to them (where applicable)	
Contact address	
Contact telephone day	
Contact telephone mobile	
Contact email address	
Full details of the complaint – please provide dates and names of witnesses, where relevant:	
Action taken so far (including staff member who has dealt with it so far) or solutions offered:	
The reason that this was not a satisfactory resolution for you:	
What action would you like to be taken to resolve the problem?	
Signed:	Dated:
<i>Official Use</i>	
Signed:	Date received:



Document Control

Date:	29 January 2019
Version:	3
Classification:	External public
Author:	Clerk to the governors
SLT Link:	Headteacher
GB Link:	Chair of the Student Committee
Last review:	July 2018
Next review:	By August 2020
Governing Body approval:	Approved by the Student Committee on 17 July 2017, endorsed by the full Governing Body on 26 September 2017 and amended pursuant to resolutions of the full Governing Body on 3 July 2018 and 29 January 2019

Document History

Version	Date	Description
1	26 September 2017	Replaces previous policy and is based on the National Governors' Association Model Complaints Procedure January 2016.
2	5 September 2018	Appendix 1 updated to reflect staff changes.
3	29 January 2019	Appendix 1 updated to reflect staff changes.