

Pudsey Bolton Royd Primary School

Complaints Policy and Procedures

Complaints regarding school matters are always taken seriously and every effort is made to ensure that the complainant is satisfied with the outcomes.

However when a face to face discussion has taken place and the issues are still unresolved school will follow their complaints policy and procedures.

Flow Chart appendix 1.

Formal Stage 1

The Complaint Policy stipulates a timetable by which responses to the complaint must be completed:

Following the receipt of a written complaint to the Head Teacher or Chair of Governors:

The school must acknowledge receipt of the complaint within 3 school days;

- A full response must be made with 10 school days of receiving the complaint;
- The complainant must be informed in writing of the decision with 3 schools days of the panel meeting;
- The complainant can request an appeal within 10 school days of being informed of the decision of the panel by writing to the Chair of Governors.

The procedure to be followed is:

- The investigating officer will be appointed by the Chair or Head teacher. The investigating officer must have had no prior involvement with the case.
- The investigating officer will obtain statements from the complainant and any other persons who have a bearing on the case.
- The investigating officer will also gather any other documents that are relevant to the case.
- All the statements and other documents collated by the investigating officer will be summarised in a report to be presented at a meeting of a specially convened panel of governors.
- The panel will consist of a minimum of 3 governors who collectively will make their decision on the evidence presented by the investigating officer. The Chair or Vice Chair will chair the meeting.
- This panel will make a decision on the complaint and what (if any) remedial actions to take.
- Minutes of this meeting must be recorded. The complainant can make a representation to this panel, either in person or by electing a friend or relative to represent them.
- This panel must have at least 3 governors, to include either Chair or Vice Chair and cannot include any staff governors.

- The meeting of this panel must be held within 10 schools days of the complaint being received.
- The complainant will need to be informed of the decision of the panel in writing within 3 school days of the meeting by the panel chair person. (Chair or Vice Chair of Governors)
- If the complainant is dissatisfied with the decision given, they have the right to appeal by writing to the Chair of Governors within 10 schools days of receiving the decision.

Formal Stage 2

- An appeal will be heard by a second appeal panel of governors who have at this stage no knowledge or involvement in the case within 20 days of receipt of the Complainants letter. Again, there must be at least 3 governors on this panel, one of which will be Chair or Vice-Chair and again the panel cannot contain any staff governors.
- The role of the appeals panel is to not hear the case again but to carry out a review of the investigation to ensure it had been carried out fairly and the correct procedures followed
- Governors on this appeal panel cannot have been on the first panel.
- The appeal will review how the investigation was conducted. It will not be a rehearing of the complaint.
- The complainant will need to be informed of the decision of the appeal panel in writing within 3 school days of the meeting by the panel chair person. (Chair or Vice Chair of Governors)
- The LA at this stage will be informed of the case and proceedings to date by the School.
- If the complainant is dissatisfied with the appeal panel decision, they can then appeal to the Local Authority (LA). The LA will only review the process to ensure that the complaint was handled fairly.
- A final appeal may be made by the complainant, if they feel that the Governing Body or LA has acted illegally or unreasonably. This should be made to the local government ombudsman or the Secretary of State.