



FRIARS COMPLAINTS POLICY



RATIONALE

The governing body has established a procedure for dealing with complaints relating to the school. This policy deals with all matters relating to the actions of staff and application of school procedures where they affect individual pupils. Matters relating to the curriculum and admissions are subject to separate procedures.

GENERAL PRINCIPLES

At Friars, we pride ourselves on the relationships we have built up with parents, family members and community members. Most concerns and complaints, although rare, are dealt with proactively and sensitively by all staff. There is a structure that parents should follow as laid out in this policy.

An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances.

To allow a proper investigation, complaints should be brought to the attention of the school as soon as possible. Any matter raised more than 3 months after the event being complained of will not be considered save in exceptional circumstances

Investigation of any complaint or review request will begin within 5 school days of receipt of the same, save in exceptional circumstances. The investigation will be completed as soon as reasonably practicable.

Complaints about the actions of a member of staff other than the Headteacher will be dealt with by the headteacher. The school governors will deal with complaints about the headteacher.

INFORMAL STAGE

The complainant is normally expected to arrange to communicate directly with the member of staff concerned. This may be by letter, personal appointment, telephone or email. Most concerns can be resolved by simple clarification, or the provision of information. It is anticipated that most complaints will be resolved by this informal stage. In the case of serious concerns it may be appropriate for complainants to contact the Headteacher and/or any member of the senior leadership team directly. An unreasonable refusal to attempt an informal resolution may result in the procedure being terminated forthwith. Any dispute in relation to the 'reasonableness' may be determined through the review process.

FORMAL STAGE

If the complaint is not resolved at the informal stage the complainant must put the complaint in writing and pass it to the Headteacher (or deputy head in his absence) who will be responsible for its investigation.

The complainant should include details which might assist the investigation, such as names of potential witnesses, dates and time of events, and copies of relevant documents. In addition the Headteacher may meet with the complainant to clarify the complaint.

The Headteacher will collect such other evident as he/she deems necessary. Where this involves an interview with a member of staff who is the subject of the complaint, that member of staff may be accompanied by a friend of representative if they wish.

The investigation will begin as soon as possible and when it has been concluded, the complainant, and the member of staff concerned, will be informed in writing of the outcome. This may be to the effect that

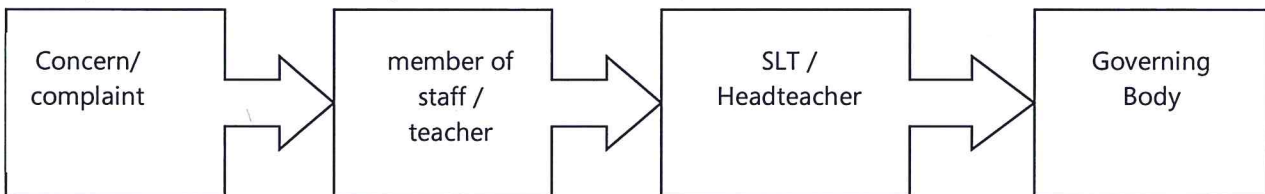
- There is insufficient evidence to reach a conclusion, so the complaint cannot be upheld
- The concern is not substantiated by the evidence
- The concern was substantiated in part or in full, details of the action the school may be taking to review procedures may be given (details of the investigation or disciplinary procedures will not be given)
- The matter has been fully investigated and that appropriate procedures are being followed, which are strictly confidential
(e.g. where staff disciplinary procedures are being followed)


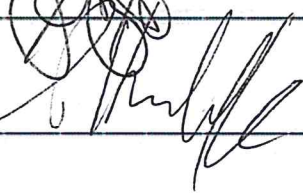
The complainant will be told that consideration of their complaint by the Headteacher is now concluded.

If the complainant is not satisfied with the manner in which the process has been followed, the complainant may request that the Governing Body review the process followed by the Headteacher in handling the complaint. Any such request must be made in writing within two weeks of receiving notice of the outcome from the Headteacher, and include a statement specifying any perceived failures to follow the procedure.

If the complainant considers that the decision of the Headteacher is perverse, or that the Headteacher has acted unreasonably in considering the complaint, then the complainant may bring a complaint against the Headteacher. This will provide an opportunity for the evidence to support such a claim to be investigated.

Complaints structure summary:



Signed: 	(Headteacher)	Date: <u>Jan 17</u>
Signed: 	(Governing Body representative)	Date: <u>Jan. 17</u>
Review date: <u>Jan. 19.</u>		