

# OCKLYNGE JUNIOR SCHOOL



## COMPLAINTS POLICY

POLICY DOCUMENT	COMPLAINTS
Type of Policy - Statutory, Other, ESCC adopted, Other statutory document	Statutory
Lead Governor if applicable	
Date approved by Governors	November 2017
Governor Committee	Full Governing Body
Full Governors Ratification Date	24.10.14
Review Frequency	Two years
Date of next review	November 2019
School website Staff Information Folder	Staff Drive/Governors' Drive
Chair of Governing Body signature	
Purpose	
Supporting documents if applicable	

## **COMPLAINTS PROCEDURE**

### **What to do if you have a concern or complaint about Ocklynge School**

If you have a concern or complaint we will always try to deal with it helpfully and reasonably. If we need to, we try to put things right as quickly as possible. If you have a concern or complaint about Ocklynge School you need to take it up firstly with the school itself. (The Local Education Authority, Children Services Department is now only able to provide advice and guidance to parents and schools and does not review issues directly.)

This complaints procedure is for general complaints. The school must follow other procedures for complaints or appeals about the curriculum, special educational needs provision, exclusions and admissions. Staff disciplinary action, child protection issues or criminal investigation will also need to be handled differently. We shall tell you which the right process is when you discuss your concern with us.

The complaints procedure has four stages. You will be told what to do at each stage if you wish to take your complaint further.

*Stage 1 of the process is informal:*

#### **STAGE 1**

If you have a concern about the school; try to talk to someone at the school as soon as you can, preferably the person who is most closely involved. If you get in touch with one of the governors first of all they can give you only general advice. They may need to ask you to take up your concerns with the member of staff best able to help you, or with the headteacher.

*If your concern cannot be sorted out in this way or you are not happy with the way it has been dealt with you should take it to stage 2.*

#### **STAGE 2**

You should complain to the headteacher who will investigate your complaint. You would normally do this in writing. If your complaint is about the headteacher you can complain directly to the chair of governors (see Stage 3).

The school will let you know that it has received your complaint within 5 school days. You will be given the results of the headteacher's investigation in writing within 15 school days.

*If your complaint has still not been resolved to your satisfaction you may take it to stage 3.*

#### **STAGE 3**

You can complain in writing to the chair of governors care of the school. You should make it clear why you are complaining, who you have already spoken to and what you want to happen as a result of your complaint.

The chair of governors will let you know that he or she has received your complaint within 5 school days and will then investigate it. You will be told about the outcome of the chair of governor's investigation in writing within 15 school days.

*If you are still not satisfied after receiving the chair of governor's report, you can ask to have your complaint referred to a complaints committee of the governing body at stage 4.*

#### **STAGE 4**

You can write to the clerk to the governors care of the school. You should say exactly why you are unhappy with the chair of governor's findings and ask that a Complaints Appeal Panel be set up to look at the complaint.

The committee will meet between 12 and 20 school days after the clerk to the governors receives your letter. You will be told in advance about the process and what will happen at the meeting of the committee. You can attend and bring a relative or friend to support you if you want to. You will be told in writing about the committee's findings within 5 days from the date of the meeting.

#### **Vexatious Complaints**

The majority of complaints are resolved through a properly managed complaints procedure. However, there are occasion when:

- despite all stages of the procedure having been followed, the person complaining remains dissatisfied. If this is the case and an attempt to reopen the same issue is made then the Chair of Governors may write informing the complainant that all stages of the procedure have been exhausted and the matter is considered to be closed.

#### **FURTHER RECOURSE**

**What you can do if you are still not satisfied with the governing body's decision:**

*If you believe that your complaint has not been handled fairly, according to Ocklynge School's own complaints procedure or are unhappy with the Governing Bodies response you can write to the Secretary of State for Education*

Department for Education  
2<sup>nd</sup> Floor, Piccadilly Gate  
MANCHESTER M1 2WD

The Secretary of State could step in if a governing body had acted unreasonably. The Secretary of State would not take action until the school procedures had been completed.

*If you feel that there has been maladministration in the way your complaint has been dealt with, you can take this to the Local Government Ombudsman:*

The Local Government Ombudsman

21 Queen Anne's Gate,  
London SW1H 9BU

The Ombudsman will only investigate where there has been a fault in the way the process was handled. He can investigate complaints about how something has been done. This could be giving the wrong information, not dealing with letters or taking too long to do something. He cannot question what has been done just because someone does not agree with the result. The Ombudsman cannot investigate the internal management of schools or how colleges are run. The Ombudsman could not do anything until the school and the LEA had finished looking into your complaint.