

# PERRYFIELDS HIGH SCHOOL

*"Together We Achieve Excellence"*



## Compliments and Complaints Policy

Title: Compliments and Complaints Policy			
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# **Perryfields High School**

## **Compliments and Complaints Policy**

### **Introduction**

Perryfields High School is committed to providing high-quality services. Feedback is essential to this and we welcome all comments, compliments and complaints. Compliments and complaints help us to review and develop our services. We aim to achieve the highest standards.

### **Compliments**

#### **Definition of a Compliment:**

A compliment is an expression of praise, admiration or congratulation about the standards of service or actions by Perryfields High School or their staff.

Written compliments are always welcome and should be addressed to the Pastoral Admin Manager: Mrs Katrina Wainwright.

### **Complaints**

#### **Definition of a Complaint:**

A complaint is an expression of dissatisfaction, about the standards of service, actions or lack of action by Perryfields High School or their staff.

Our main aim is to deal with all complaints openly, fairly, promptly and without prejudice.

The complaints procedure will follow a staged approach which is designed to ensure that every effort is made to deal with complaints.

The Pastoral Admin Manager will ensure all complaints and compliments are dealt with appropriately and within the agreed timescale.

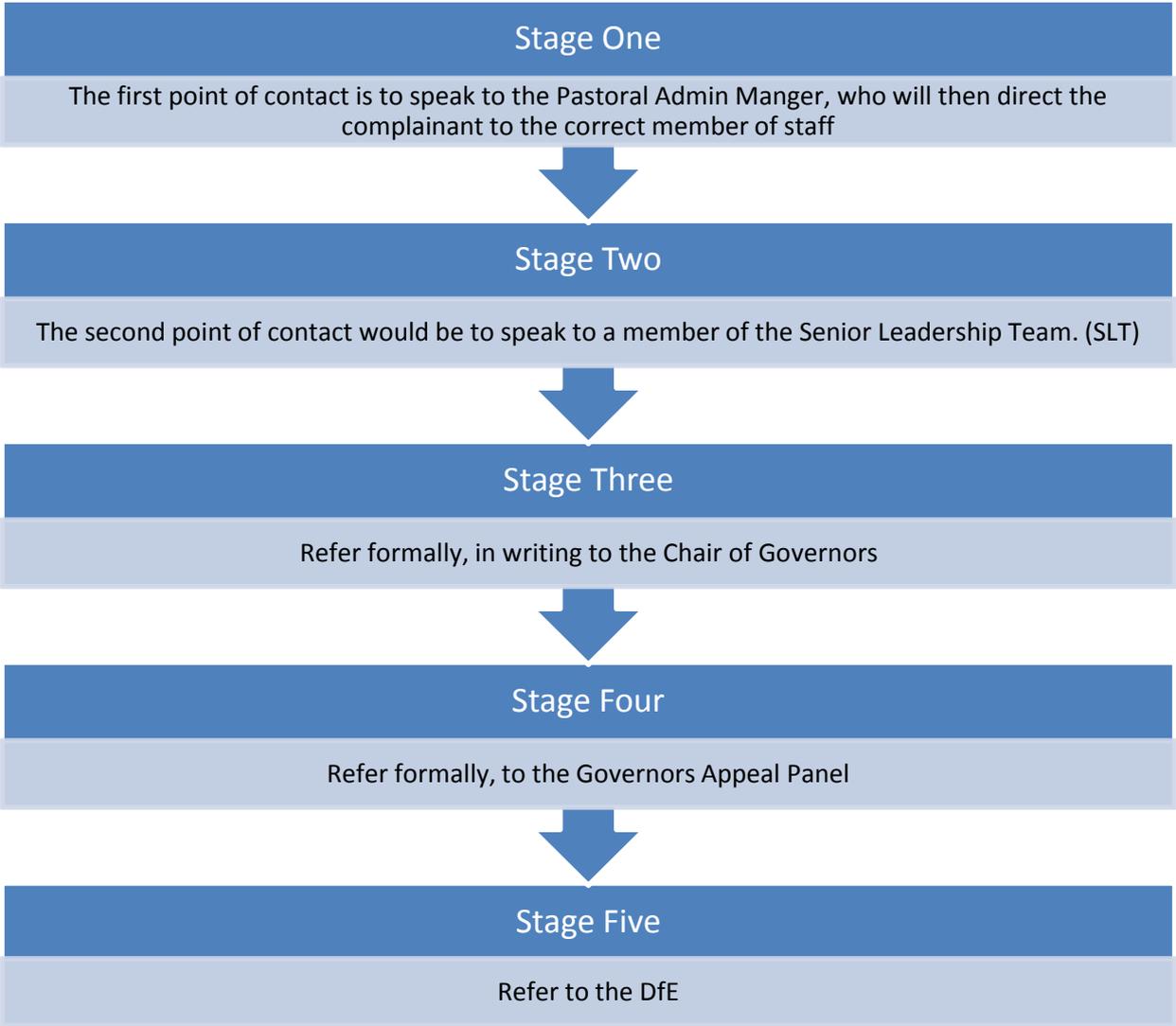
The procedure will not cover complaints about incidents that happened more than three months before the complaint is made other than in exceptional circumstances. The Head Teacher and Chair of Governors will agree the exceptional circumstances.

There are certain complaints which fall outside the remit of the Governing Body's complaints procedure, for example, staff grievances or disciplinary procedures.

# Complaints Procedure

The Pastoral Admin Manager: Mrs Katrina Wainwright will oversee all complaints. In the event of a complaint being about the Head teacher this will be referred to the Chair of Governors.

For all formal complaints, any correspondence will be documented and retained for future reference. This will also include the outcomes and any action to be taken.



Stages One and Two are **informal stages** which are dealt with at School level. Stages Three, Four and Five are **formal stages**.

Any person expressing continued dissatisfaction should be advised on the next stage in the procedure by the Pastoral Admin Manager.

### **Stage One: Discuss concerns informally with the Pastoral Admin Manager**

- All issues reported to the Pastoral Admin Manager will be logged and followed up within 10 school days.
- The Pastoral Admin Manager will refer the complaint to the appropriate member of staff. This could be Pastoral Achievement Leader (PAL) or Head of Department (HoD).
- The member of staff who is dealing with the complaint should ensure the complainant is reassured that the matter will be investigated and is clear what action has been agreed.
- A brief record of any telephone calls, meetings and agreed actions will be logged on ClassCharts.
- If either the complainant or staff member feel the matter needs to be taken further, this will be referred to Stage Two.

### **Stage Two: Discuss concerns informally with a member of the Senior Leadership Team (SLT).**

- Discuss with the Pastoral Admin Manager that you would like to escalate the complaint. The Pastoral Admin Manager will refer the complaint to a member of SLT.
- More serious concerns which remain unresolved at the end of Stage One will be referred to a member of SLT. They will investigate the matter further.
- Please be aware that it is not always possible for the Head Teacher to deal with complaints.
- A log of all calls, meetings and actions will be logged.
- The outcome will be communicated to the complainant either verbally or in writing within 10 school days from receipt of the referral from Stage One.
- If the complainant feels the matter needs to be taken further, this will be referred to Stage Three.

### **Stage Three: Make a Formal Complaint to the Chair of Governors**

- Discuss with the Pastoral Admin Manager that you would like to escalate the complaint. The Pastoral Admin Manager will inform the complainant about Stage Three and the formal procedures.
- A formal complaint to the Chair of Governors can only be made once all previous avenues have been explored.
- The formal complaint should be in writing to the Chair of Governors at the School's address.
- All formal complaints must have a formal complaint form completed alongside the formal complaint. No formal complaint will be processed without the formal complaint form.
- The Chair of Governors will appoint an Investigating Officer and will have Twenty (20) school days to respond to the complainant.
- If the complainant feels the matter needs to be taken further, this will be referred to Stage Four.

#### **Stage Four: Refer to the Governing Body's Appeal's Panel**

- Discuss with the Pastoral Admin Manager that you would like to escalate the complaint. The Pastoral Admin Manager will inform the complainant about Stage Four and the formal procedures.
- Referrals to the Governing Body's Appeal's Panel should be received within 10 school days.
- The School will convene a small panel of the Governing Body of two – five members who have not previously been involved in the complaint within 10 schools days of the formal complaint being received.
- The chair of the panel will notify the Head Teacher, Chair of Governors and the complainant as to whether they will be invited to attend the panel meeting. Alternatively, the panel may decide to consider written material only. Both parties must be treated equally.
- The Head Teacher, Chair of Governors and complainant will be informed of the panel's decision in writing within 10 school days.
- The Appeal Panel's decision is final.

#### **Stage Five: Refer to the DfE**

- Any complainant who is still dissatisfied after the four stages have been exhausted will be able to refer their complaint to the Secretary of State for Education. 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 complainant should write to: The Secretary of State, Department for Education, School Complaints Unit, 2<sup>nd</sup> Floor, Piccadilly Gate, Store Street, Manchester, M1 2WD.

**Appendix 1 – Formal Complaint Form**

When you have filled in this form, send it to the Chair of Governors. We will be unable to process your complaint without this form.

**Please use black ink if possible. Please continue on another separate sheet of paper if necessary.**

1. Name

2. Address

Telephone:  
Email:

3. Brief details of the problem:

4. What date or period of time does your complaint relate to?

5. To whom have you already complained to informally and when?

6. Please give details of any more information you have to support your complaint such as letters or reports. Original documents will be copied and returned to you.

7. How do you see your complaint being resolved?

Signed\_\_\_\_\_

Date\_\_\_\_\_