

Northfleet Technology College

Complaints Procedure for all Stakeholders

Last revised	January 2016
Responsibility:	Finance & HR Sub Group
Review Date:	January 2019

Introduction

This document sets out the school's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If you have any concerns about the school or the education provided, you are encouraged to discuss the matter first with your Son/Daughter's Learning Coach or Head of Learning Zone at the earliest opportunity. The school considers any concerns very seriously and most problems can be resolved at this stage.

All other complaints are handled by the school according to the arrangements set out below.

Northfleet Technology College's Complaints Procedure is followed in conjunction with the Department for Education's 'School Complaints Toolkit'.

Aims and Objectives

The school will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

Our Procedure Aims to

- be easily accessible and publicised
- be simple to use and understand
- be impartial
- be non-adversarial
- allow swift handling with established time-limits for action and keeping people informed of the progress
- ensure a full and fair investigation by an independent person where necessary
- respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation)
- address all points of issue, providing an effective response and appropriate redress, where necessary
- provide information to the school's senior management team so that services can be improved.

Formal Complaints Procedure

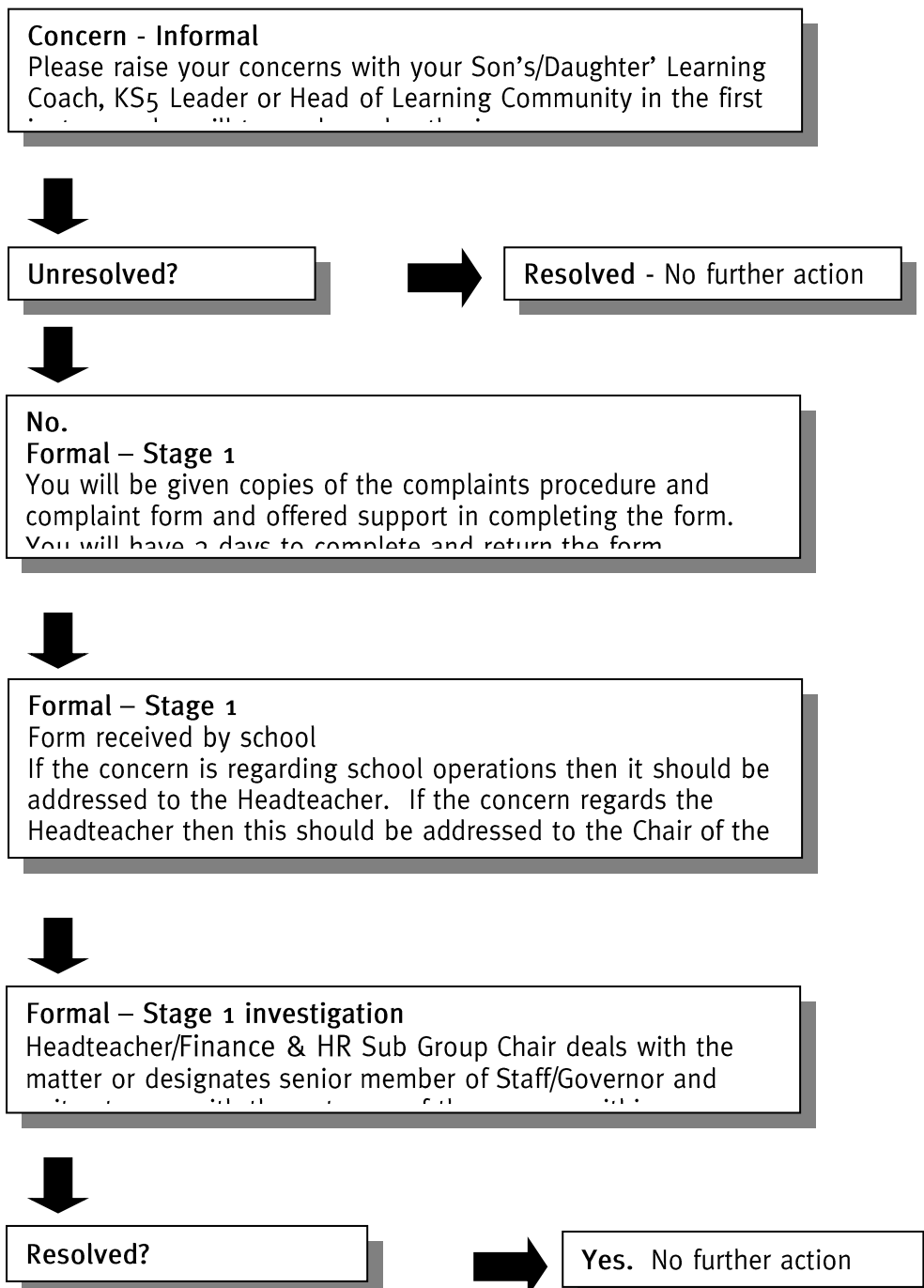
Stage 1

If you feel that a concern has not been addressed through informal discussion with the Learning Coach, Class Teacher or Head of Learning Community, and you wish to have the matter formally investigated, you will need to complete a complaints form, which you will find at the end of this policy. If you would like help completing the form, the school will be happy to provide the assistance of someone unconnected with the complaint. The completed form should be returned to;

- The Headteacher for all issues relating to the school or
- The Chair of Governors for issues regarding the Headteacher.

The flowchart below explains the procedure from this point.

Complaint/Concern flowchart





No.
Complainant wishes to move to Stage 2 of the procedure and



Formal – Stage 2
Complaint form passes to the Chair of Governors to review whether the complaint has been properly dealt with and they



Resolved?



Yes. No further action



No.
Complainant is given copy of Procedure for Governing Body Complaints Panel Hearing. A Governor Complaints Panel is set up to consider the complaint within 10 working days of the complaint being passed to the Governing Body. It consists of 3 governors (where possible all appointed governors will not have prior detailed information about the incident) who will



The panel meets to consider the complaint and make a final decision on behalf of the Governing Body.



Panel writes to complainant with its conclusion within 5 working days of the meeting



Resolved?



Yes. No further action



No. The complainant may decide to write to the Secretary of State for Education, if they feel the school has acted unreasonably or not followed the correct procedure

Complaint Form

Please complete and return to the School Office, marked for the confidential attention of the Head Teacher/Chair of Governors.

Your Name:

Student's Name:

Your relationship to the student:

Address:

.....

Daytime telephone No:

Evening telephone No:

1. Please give details of your complaint:

2. What action, if any, have you already taken to try to resolve your complaint?
(Who did you speak to and what was the response?)

3. What actions do you feel might resolve the problem at this stage?

4. Are you attaching any paperwork? If so, please give details.

Office Use:

Date acknowledgement sent: By whom:

Complaint referred to: Date:

Action taken: