

# Northfleet Technology College

## Complaints Procedure – Non Curriculum

Last revised	February 2013
Responsibility:	Leadership Sub Group
Review Date:	February 2016

### 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.

### 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

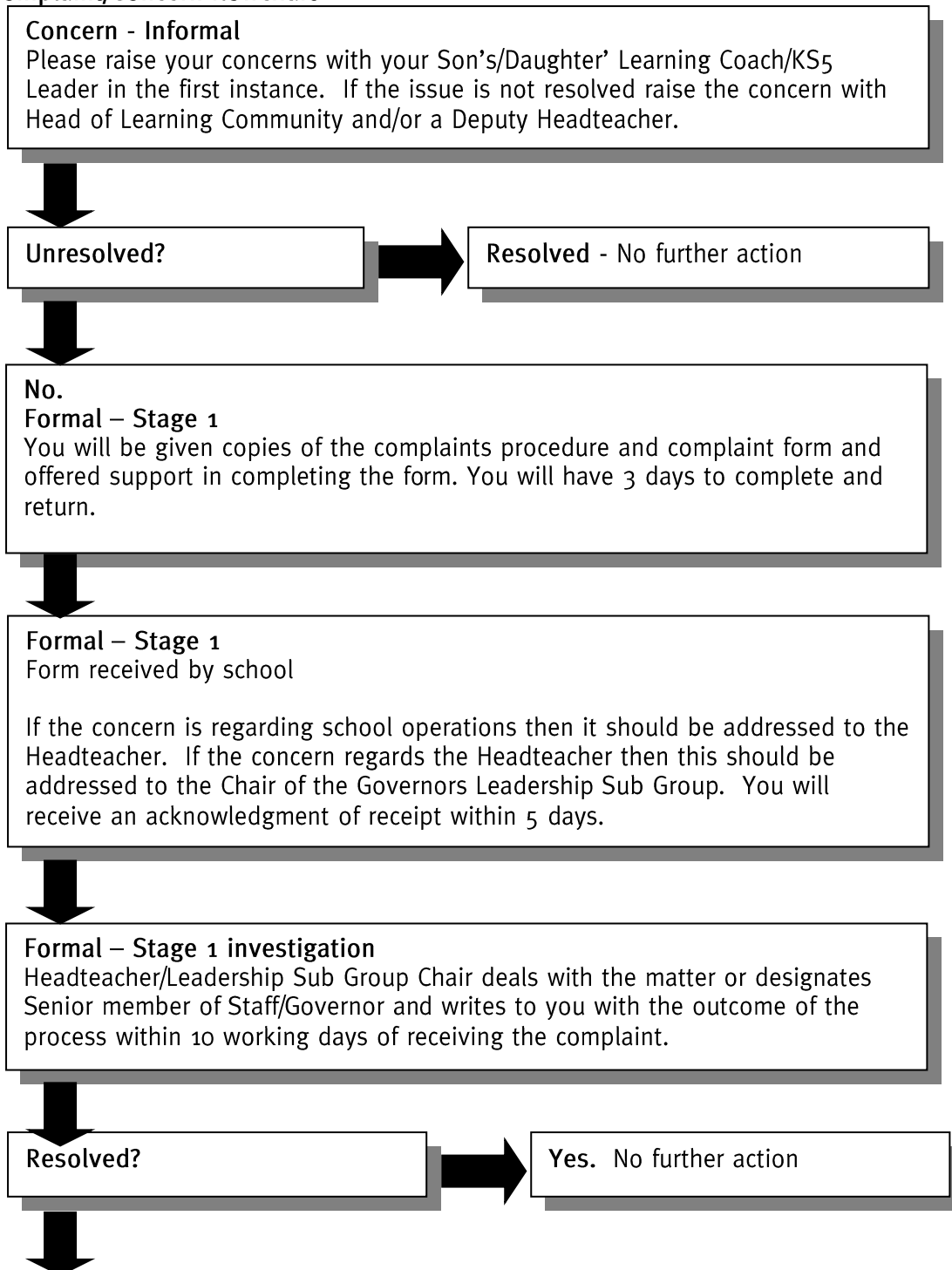
### Stage 1

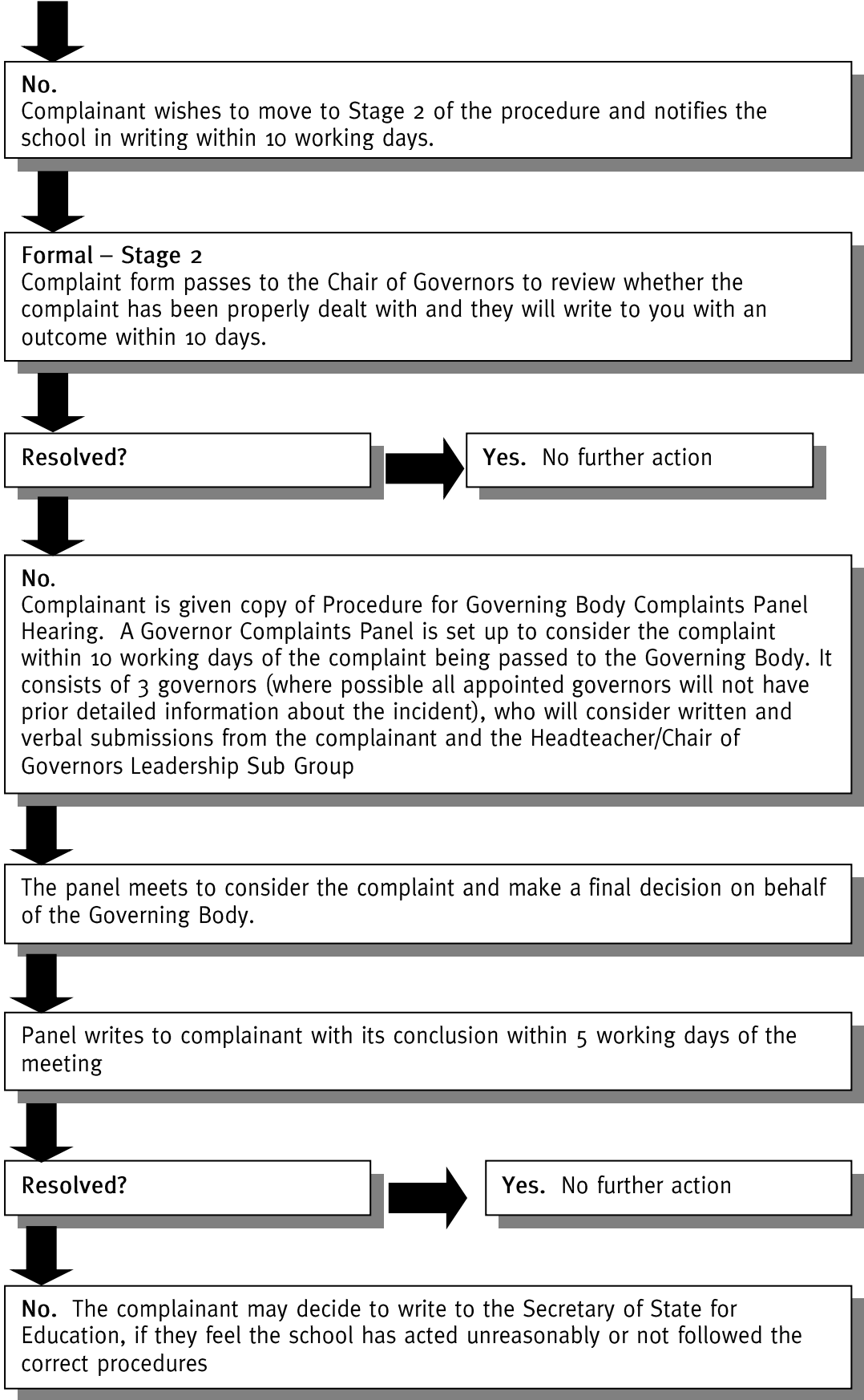
If you feel that a concern has not been addressed through informal discussion with the Class Teacher/Learning Coach/Head of Learning Community, you will need to complete a complaints form, which you will find at the end of this policy. If you would like help completing the form, the school will be happy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

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

The flowchart below explains the procedure from this point.

### Complaint/Concern flowchart





## Complaint Form

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

Your name:

Students name:

Your relationship to the student:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

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

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

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

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date: