



Complaints Procedure

Approved by:	Date:
Last reviewed on: May 2019	
Next review due by: May 2021	

We believe that this school provides a good education and that the Headteacher and school personnel work very hard to build positive relationships with all parents and others. However, we are obliged under Section 39 of the School Standards and Framework Act to have in place clear procedures to deal with complaints made against the school or individuals connected with it.

We are aware that under the Education Act 1996 parents have the right to complain directly to the LA about any matter relating to the school's curriculum and any issue relating to the general educational that we provide.

We have a duty to make hard copies available from the school office.

We believe that we can keep complaints to a minimum by forging strong positive relations with everyone connected with the school and by having in place very good lines of communication.

Aims

- To deal with any complaint against the school or any individual connected with it by following the correct procedures.
- To deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant.
- To work with other schools to share good practice in order to improve this policy.

Procedure

Role of the Governing Body

The Governing Body has:

- a duty to have in place a Complaints Procedure;
- delegated powers and responsibilities to the Headteacher to ensure all school personnel and visitors to the school are aware of and comply with this policy;
- responsibility for ensuring that this policy is made available to parents;
- responsibility for the effective implementation, monitoring and evaluation of this policy;

Role of the Headteacher

The Headteacher will:

- ensure all school personnel, pupils and parents are aware of and comply with this policy;
- monitor the effectiveness of this policy;
- annually report to the Governing Body on the success and development of this policy;

General Complaint

As seen in Plan of System – General Complaints.

Complaint against the Head Teacher

As seen in Plan of System – Complaint against the Head Teacher.

Complaint regarding the Curriculum and General Educational Provision

All curriculum and general educational provision complaints will be dealt with by the LA in line with their set complaints procedures.

Raising Awareness of this Policy

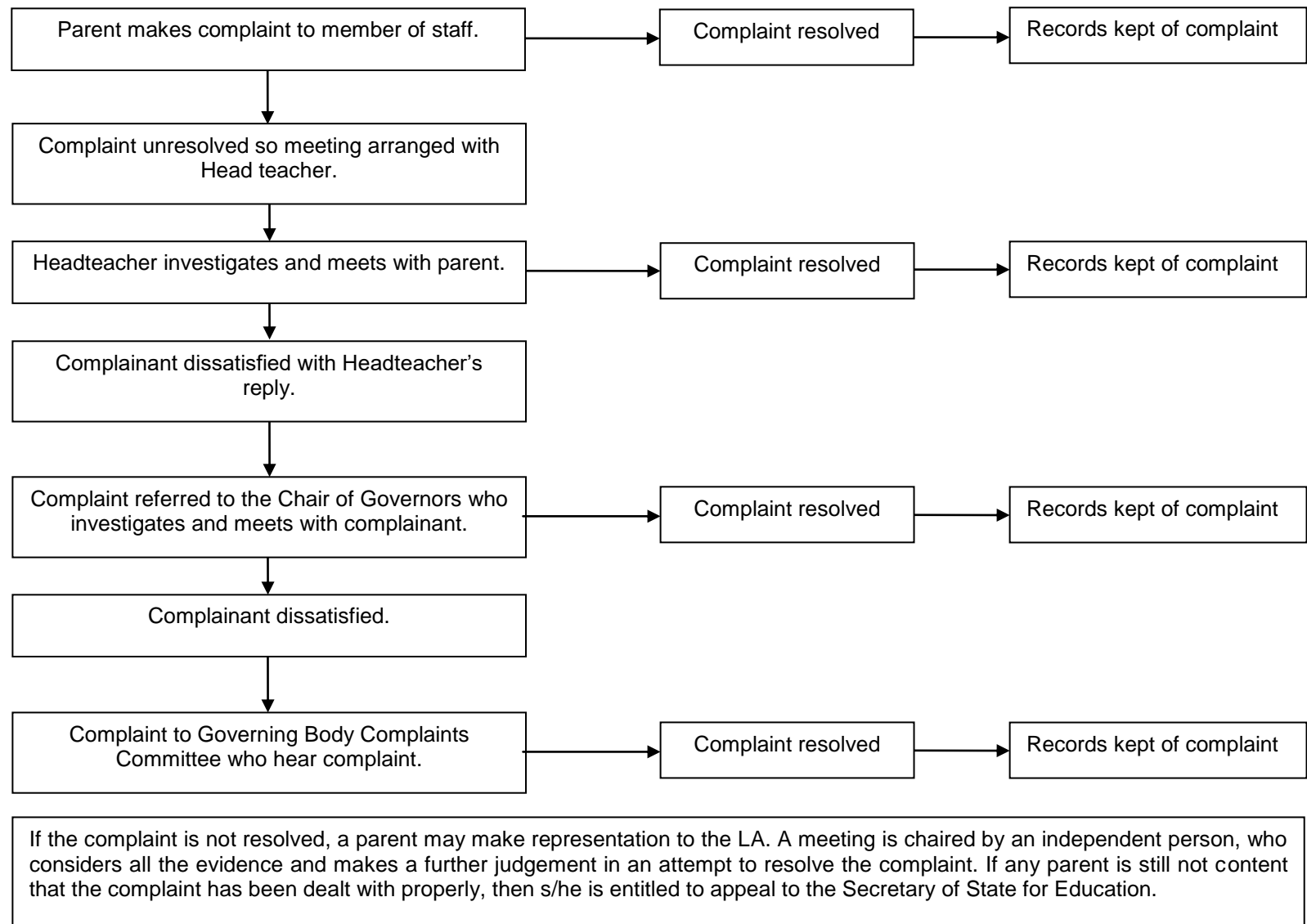
We will raise awareness of this policy via:

- the Staff Handbook
- school events
- meetings with school personnel

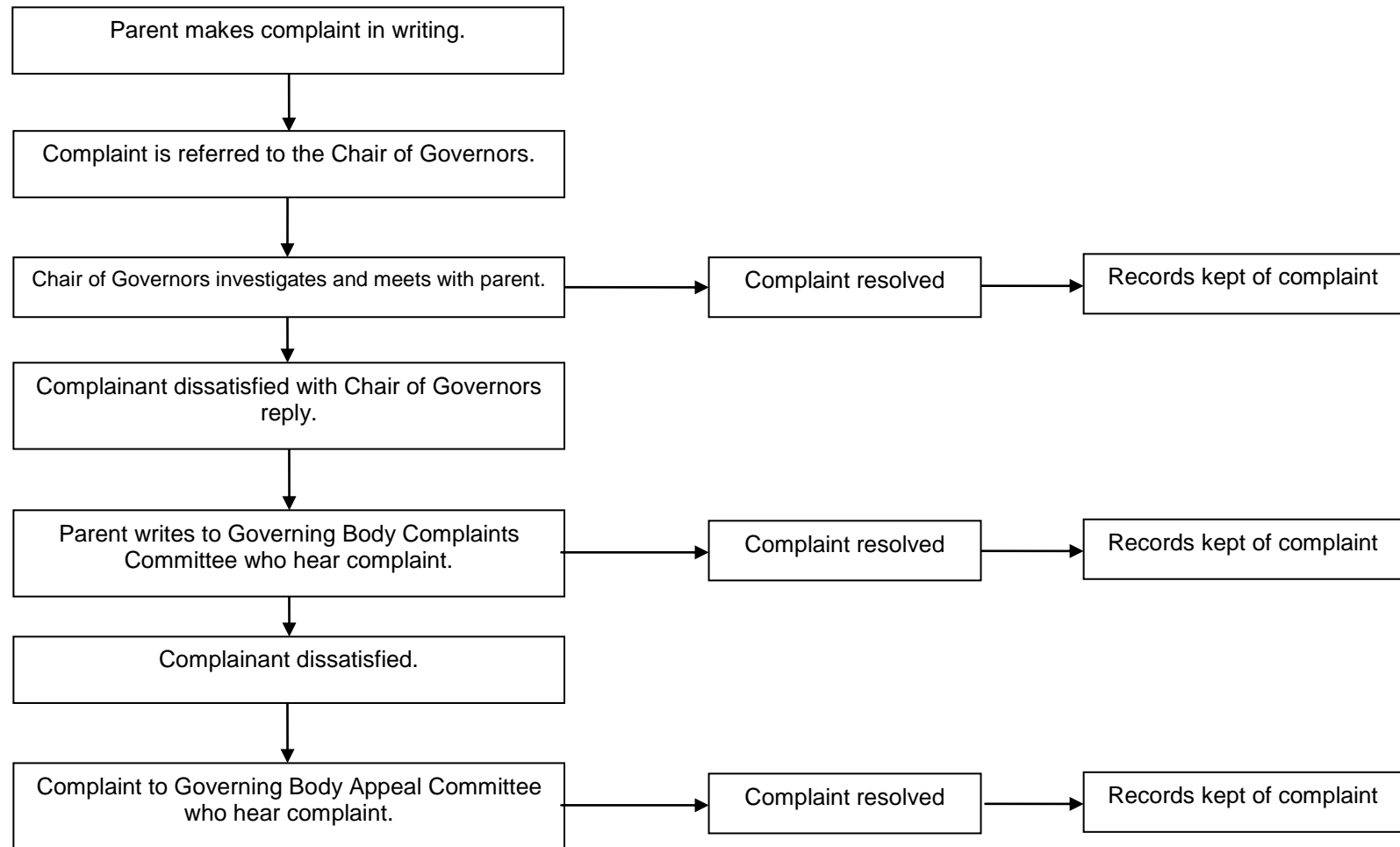
Monitoring and Review

- The Headteacher logs all complaints received by the school and records how they were resolved. Governors discuss this log annually.
- A continuous process of self-evaluation by the governors will monitor the process of dealing with complaints.
- Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.

Egerton High School - General School Complaints



Egerton High School - Complaint against the Headteacher



If the complaint is not resolved, a parent may make representation to the LA. A meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint. If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.