



North Carr
Collaborative Academy Trust

School Complaints Procedure

Introduction

From time to time parents, and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations the Governing Body has adopted a "School Complaints Procedure".

The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means
- Be simple to use and understand
- Be non-adversarial
- Provide confidentiality
- Allow problems to be handled swiftly through the correct procedure
- Address all the points at issue
- Inform future practice so that the problem is unlikely to recur.

General Principles

These procedures are intended to allow those with and without children in the school to raise a concern or complaint relating to the school, or the services that it provides.

An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.

To allow for a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

This complaints procedure consists of 3 stages:

- Informal – a meeting with the complainant
- Formal – the complaint is put in writing
- A panel hearing

Raising a concern or complaint

Stage 1 - Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment. This will be undertaken within 5 working days of the school being alerted to the complaint. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will indeed be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Principal [or to the Chair of the governing body, or CEO, if the complaint is about the Principal].

Written complaints will only be considered when hand written on the form provided for this purpose. (Appendix 1)

If you are uncertain about who to contact, please seek advice from the school office.

Stage 2 - Formal Stage

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Principal, who will be responsible for ensuring that it is

investigated appropriately. If the complaint is about the Principal, your complaint should be passed to the CEO or the Clerk to the governing body, for the attention of the Chair of the governing body.

Written complaints will only be considered when hand written on the form provided for this purpose. (Appendix 1)

You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Principal, the CEO or to the Clerk to the governing body, as appropriate. A receipt will be issued on request. You will be informed within 10 working days of receiving your complaint as to how the school intends to proceed and the anticipated time scale.

The Principal (or CEO or Chair) may invite you to a meeting to clarify your concerns and to explore the possibility of a resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

It is possible that your complaint will be resolved through a meeting with the Principal (or CEO or Chair).

Stage 3 - Panel Hearing

If your complaint cannot be resolved at Stage 2 then you may request that your complaint be heard by a panel consisting of three members, one of whom will be independent to the leadership and management of the school. This request must be made on the attached form (Appendix 2) within 10 working days of the meeting at Stage 2. . The school will respond within 10 working days of receiving this request and will inform you of the anticipated time scales. Following the panel hearing you will be informed of its decision, in writing, within 5 working days.

Review Process

If you are not satisfied with the manner in which your complaint was handled you may submit a complaint to the EFA (Education Funding Agency) on the appropriate form which is available at <https://form.education.gov.uk/submitform.php>



Complaint Form

Please complete this form and return it to Principal [or Chair of Governors)], who will acknowledge its receipt and inform you of the next stage in the procedure.

Your Name

Relationship with school [e.g. parent of a pupil on the schools roll]

Pupil's name [if relevant to your complaint]

Your address

Daytime telephone number

Evening telephone number

Please give concise details of your complaint, [including dates, names of witnesses etc...], to allow the matter to be fully investigated. You may continue on separate paper, or attach additional documents, if you wish

Number of Additional pages attached

What action, if any, have you already taken to try to resolve your complaint? [i.e. who have you spoken with or written to and what was the outcome?]

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

Signature:

Date:

School use

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			

Complaint Form to Panel

Please complete this form and return it to Principal [or Chair of Governors], who will acknowledge its receipt and inform you of the next stage in the procedure.

Your Name

Your Address

Daytime telephone number

Evening telephone number

Dear

I submitted a formal complaint to the school on and am dissatisfied with the outcome.

My complaint was submitted to and I received a response from on

I have attached copies of my formal complaint and of the response[s] from the school.

I am dissatisfied with the outcome because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached

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

Signature:

Date:

School use

Date Form received

Received by

Date acknowledgement sent

Acknowledgement sent by

Request referred to			
Date:			



Policy For Handling Unreasonably Persistent, Harassing Or Abusive Complainants

The Principal and governing body are fully committed to the improvement of our school. We welcome feedback from parents/carers and will always try to resolve any concerns as quickly as possible. There is a procedure for parents to use if they wish to make a formal complaint.

Sometimes, however, parents or carers pursuing complaints or other issues treat staff and others in a way that is unacceptable. Whilst we recognise that some complaints may relate to serious and distressing incidents, we will not accept threatening or harassing behaviour towards any members of the school community.

The aim of this leaflet is to provide information about our school policy on unreasonably persistent complainants or harassment of staff.

What do we mean by 'an unreasonably persistent complainant'?

An unreasonably persistent complainant may be anyone who engages in unreasonable behaviour when making a complaint. This will include persons who pursue complaints in an unreasonable manner.

Unreasonable behaviour may include actions which are:

- out of proportion to the nature of the complaint, or
- persistent – even when the complaints procedure has been exhausted, or
- personally harassing, or
- unjustifiably repetitious
- an insistence on
 - pursuing unjustified complaints and/or
 - unrealistic outcomes to justified complaints
 - pursuing justifiable complaints in an unreasonable manner (eg using abusive or threatening language; or
 - making complaints in public; or
 - refusing to attend appointments to discuss the complaint.

What is 'harassment'?

We regard harassment as the unreasonable pursuit of issues or complaints, particularly if the matter appears to be pursued in a way intended to cause personal distress rather than to seek a resolution.

Behaviour may fall within the scope of this policy if:

- it appears to be deliberately targeted at one or more members of school staff or others, without good cause;
- the way in which a complaint or other issues is pursued (as opposed to the complaint itself) causes undue distress to school staff or others;
- it has a significant and disproportionate adverse effect on the school community.

What does the school expect of any person wishing to raise a concern?

The school expects anyone who wishes to raise concerns with the school to:

- treat all members of the school community with courtesy and respect;
- respect the needs of pupils and staff within the school;
- avoid the use of violence, or threats of violence, towards people or property;
- recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond to a complaint;
- follow the school's complaints procedure.

Schools' responses to unreasonably persistent complaints or harassment

This policy is intended to be used in conjunction with the school's complaints procedure. Taken together, these documents set out how we will always seek to work with parents, carers and others with a legitimate complaint to resolve a difficulty.

However, in cases of unreasonably persistent complaints or harassment, the school may take some or all of the following steps, as appropriate:

- inform the complainant informally that his/her behaviour is now considered by the school to be unreasonable or unacceptable, and request a changed approach;
- inform the complainant in writing that the school considers his/her behaviour to fall under the terms of the Unreasonably Persistent Complaints/ Harassment Policy;
- require all future meetings with a member of staff to be conducted with a second person present. In the interests of all parties, notes of these meetings may be taken;
- inform the complainant that, except in emergencies, the school will respond only to written communication

Physical or verbal aggression

The governing body will not tolerate **any** form of physical or verbal aggression against members of the school community. If there is evidence of any such aggression the school may:

- ban the individual from entering the school site, with immediate effect;
- request an Anti-Social Behaviour Order (ASBO);
- prosecute under Anti-Harassment legislation.
- call the police to remove the individual from the premises, under powers provided by the Education Act 1996.

Legitimate new complaints will always be considered, even if the person making them is (or has been) subject to the Unreasonably Persistent Complaints/ Harassment Policy. The school nevertheless reserves the right not to respond to communications from individuals subject to the policy.