

School Complaints Procedure

Icknield Community College

Complaints Procedure

Overview:

The staff and governors of Icknield Community College welcome and encourage feedback on the performance of the school, its staff and its role in the local community.

There will be instances where this feedback could raise matters of concern to parents or members of the community. It is in everyone's interest that any area of concern is dealt with quickly and effectively. In order to achieve this, Icknield staff members are encouraged to listen to any concern and act positively to resolve an issue in a timely manner.

There will be times, however, where a problem needs to be escalated in a more formal manner. This would normally be where a dialogue with a teacher does not provide an adequate solution to the problem, or where a complainant feels strongly that the matter has not been dealt with satisfactorily.

In such instances, Icknield Community College provides the following process to manage such a complaint.

Stage One: Complaint Heard by Staff Member

Icknield Community College encourages its staff to discuss and resolve concerns with you. In our experience, the vast majority of such matters can be dealt with very positively in this manner.

We do recognise, however, that you may have an instance where you may have difficulty with discussing a complaint with a particular member of staff. If this is the case, please address your concern to the School's Complaints Co-ordinator, who will arrange for the matter to be referred to another staff member. Where the complaint concerns the Head Teacher, the Complaints Co-ordinator can refer the complainant to the Chair of Governors.

At this point, or in any further escalation, Icknield Community College will enact its formal complaints process. This process is designed to make sure that your complaint is managed to closure in a timely and impartial manner. At this stage, you will be asked to complete a Complaints Form, to help us better understand how we can act to resolve the matter.

There may similarly be times where a member of staff directly involved feels too compromised to deal with a complaint. In such an instance, the Complaints Co-ordinator may consider referring the complainant to another staff member. The intent, at all times, is to make sure your complaint is dealt with effectively and impartially.

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Stage Two: Complaint Heard by Head Teacher

Should you feel that the formal response is not dealt with in a satisfactory manner, you are encouraged to escalate the complaint to the Head Teacher. The Head teacher will then review the initial complaint, actions taken to date, and recommend any further action deemed appropriate.

Stage Three: Complaint Heard by Governing Bodies Complaints Appeal Panel

There may be rare occasions where you feel that a complaint has not been dealt with in a timely, effective or impartial manner. In these circumstances, please write to the Chair of Governors giving details of the complaint. The Chair, or a nominated governor, will convene a Governing Body Complaints Panel.

The Complaints Panel will consider such a complaint in detail and take action as the Governors see fit. Such action can include policy changes as a result of complaints, staff disciplinary hearings, if appropriate, or other corrective action as necessary. The Complaints Panel can also hear appeals throughout the complaints process. Any Complaint Panel will consist of Governors with no previous knowledge of the complaint in question, to ensure an impartial review.

Any Complaint Panel will conduct a review in a sensitive and non-confrontational manner. Should any Panel involve a child, every effort will be made to ensure that they will have equal consideration to views and opinion of adults.

The outcome of any Governors Body Complaint Panel will be communicated in writing within 21 days, and will detail the findings and next actions as appropriate.

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Complaint Form

Please complete and return to
(Complaints Co-ordinator) who will acknowledge receipt and explain what action will be taken.

Your name:

Student's 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)?

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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 who:

Complaint referred to:

Date: