



Alderman Knight

Complaints Procedure

Date Reviewed	January 2021
Reviewed By	Ceri Jones, Business Manager
Next Review Due	January 2023
Ratified by Governors	

Complaints Procedure

This procedure has been drawn up by the Governing Body to be used in the event of a complaint by either a parent/carer about any issue regarding the provision made by the school, or by members of our wider school community about the school in general, its staff or pupils. It is based upon Gloucestershire LA's recommended procedure for dealing with complaints.

There are also other categories of complaint in relation to Safeguarding that arise in schools for which a specific procedure is already laid down. These procedures involve both the school and Local Authority, and may not be altered.

General Complaints

Wherever possible most concerns will be dealt with informally, by the pupil's class teacher or the office. However, should that prove unsuccessful, the complaint will be referred to the next stages of the procedure.

Recommended Procedure

A sequential Procedure involving four stages has been adopted. A complaint should be considered as follows:

Stage 1 – Informal

Concerns are addressed to tutors, teachers or reception. These are normally resolved informally to the full satisfaction of the parent/carer or wider school community.

Stage 2 – Formal

However, there may be occasions when concerns cannot be resolved by the informal stage. At this stage, complaints should be addressed by the appropriate member of the senior leadership team with responsibility for the Key Stage or area related to the complaint.

If the complaint was relating to a member of the Senior Leadership Team the complaint should be addressed to the Head Teacher;

Stage 3 – Panel Hearing

If the complaint raised has not been resolved to the satisfaction of the complainant, then the complainant will have the right to a governor panel hearing

A Complaints Form, for completion by the complainant will need to be completed if it has not been possible to resolve the complaint and relating issues informally through Stage 1. **[See Appendix 1]**

It is important that this form is used to both assist the resolution of individual complaints and allow their overall volume to be monitored. If necessary, parents/carers and members of the wider school community will be supported in completing the form.

Unresolved Complaints

If a Governing Body cannot resolve a complaint, it will be referred to the LA. The LA will not overturn a decision of the Governing Body, and its role is therefore advisory. The Governing Body will contact the LA as soon as it receives a formal complaint and will then seek advice and support particularly over any legal requirements.

If a complainant tries to re-open an issue which has been considered at every stage of the procedure, the Chair of Governors may inform him/her in writing that the procedure has been exhausted and that the matter is now closed.

Concern or Complaint?

Information for Parents/Carers and the wider school community

It is very important to us that you are confident that while at school your child feels safe, secure, enjoys learning and is achieving well. Obviously there may be times when you feel that there are issues that may be impacting on your child's progress and well-being and if this the case then it is vitally important that these issues are resolved as quickly as possible. For members of our wider school community it is extremely important to us that any issues relating to our school, staff and pupils are also resolved as quickly as possible.

This information is simply intended to act as a guide in helping you work with us to ensure that this happens swiftly.

Stage 1 – Who is the first point of contact?

- If the concern is relating to a particular subject area, then please contact the subject teacher first either by phone or letter. If the issue cannot be resolved through a discussion on the phone, then the subject teacher will arrange to meet with you to discuss further.
- If the concern is of a more general nature, then the first point of contact should always be your child's form tutor. Again hopefully a discussion by phone will resolve the situation but if a meeting is necessary your child's form tutor will arrange one at a mutually convenient time.
- If the concern is raised by a member of the wider school community, the first point of contact should always be through the office who will be able to help or pass on your concern to the correct member of staff.

If a solution is found, then no further action will be needed.

However, if a solution cannot be found at this stage a second meeting will be needed to seek alternative solutions.

Stage 2 – What if the situation does not improve?

This second meeting will involve the appropriate member of the senior leadership team with responsibility for the day-to-day management of your child's Key Stage.

Stage 3 – What if I am still not happy with the outcome?

At this stage it is very important that you discuss your concerns directly with the Head teacher.

If following this there are still unresolved issues you may wish to consider referring to the Formal Complaints Procedures and deciding if you wish to actually register your concern as a formal complaint. Copies of the Formal Complaints Procedures are available on request from the school office.

If you decide you want to make a formal complaint then the first thing you will need to do is to complete a Complaint form and give it to the Head teacher. The Head teacher will then continue to work with you to try and resolve the issues. If still unsuccessful then the Head teacher will inform the Governors and Local Authority and request that the complaint be heard by the Governor's Complaint Panel. This panel will meet to hear the complaint and make a final decision on the case. At this point you would be expected to provide evidence to the Governors and meet with them to explain why you have decided to make a complaint.

Clearly we hope very much that you will never feel the need to make a formal complaint against the school but by law it is necessary for us to make sure you are aware of the procedures should the need ever arise. We will always do our absolute utmost to work with you as, like you, our top priority is the safety, well-being and achievement of each of our pupils and clearly if there are any concerns then we will want to resolve them as quickly and effectively as we possibly can.

The following complaints form is available as a separate document from the website if required.



Alderman Knight School

Specialist School in
Communication & Interaction



Tel: **01684 295639**

Email: admin@aldermanknight.gloucs.sch.uk

Web: www.aldermanknight.gloucs.sch.uk

Alderman Knight Complaints Procedure

Complaint Form

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

Your name:

Are you a: Parent/Carer Member of wider school community

Is your complaint in relation to: School Staff Pupil

Parent/Carer's to complete

Pupil's name:

Your relationship to the pupil:

All to complete

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Email address:

Please give details of your complaint:

Alderman
Knight
School

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 who:

Complaint referred to:

Date: