

## **PEOPLE (CHILDREN'S SERVICES)**

### **DEVON HOSPITALS SHORT STAY SCHOOL**

#### **COMPLAINTS POLICY**

##### **Introduction**

The aim of the Devon Hospitals Short Stay School is that all pupils should be successful in their experience of education and that the curriculum should meet their needs. Where parents consider that this is not the case they have the right to make a complaint.

Specifically, parents may complain if they consider that the school is not doing any of the following:

- Providing a curriculum to meet the needs of their child.
- Complying with the law on charging for school activities.
- Providing religious education and daily collective worship (we do not do the latter because it is not practically possible).
- Providing statutory information.
- Carrying out a statutory duty.
- Acting reasonably.

Where the complaint involves a teacher, it may be practical for the teacher involved to attempt to resolve the problem in the first instance. However, where complaints directly implicate a member of staff the Head teacher will:

- Take all complaints seriously and deal with them sensitively.
- Request that the complaint is put in writing where appropriate so that it can be investigated.
- Respond to the complaint personally.
- Involve other members of staff as appropriate.
- Where necessary, explain the legal position with regard to the National Curriculum, and the scope available to the school to make changes.
- Advise the complainant of their right to pursue the matter with the Management Committee.
- Ensure the Management Committee is advised of any complaints and provided with guidance to assist the decision-making process.

When the complaint is resolved at this stage no further action needs to be taken.

If the complaint is not resolved then the Management Committee will:

- Ensure that a Complaints Committee consisting of three Managers is established with delegated responsibility to hear complaints
- Consult with the Head teacher on how to resolve the complaint.
- Advise the Head teacher on the action/decision required.
- Write to the complainant within two weeks, explaining the action taken.
- Inform the complainant of their right to appeal to the Local Authority if their complaint is not upheld.

If parents are still not satisfied they can put the complaint to the Local Authority, who will:

- Hear the complaint within 15 working days.
- Inform the complainants and the Management Committee of the decision and required action.

The decision of the LA is final.

### **Monitoring and Evaluation**

The Management Committee will receive a termly report from the Headteacher indicating the number and nature of the complaints, the recommended action or decisions taken and the outcome of those decisions.