

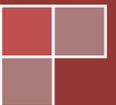
# COMPLAINTS PROCEDURE

Gweithdrefn Gwyno

CORPUS CHRISTI HIGH SCHOOL  
Ysgol Uwchradd Corpus Christi

This document contains the specific policy and associated information relating to the Complaints Procedure at Corpus Christi High School

Approved by Governors : 6 November 2017



Corpus Christi High School values the positive relationships that exist with parents and is committed to responding to difficulties and resolving any complaints quickly and effectively.

The following 'Complaints Procedure' seeks to provide a framework in which parents, school staff and governors are aware of their rights, roles and responsibilities.

The Complaints Procedure has three stages, although it is hoped that the majority of difficulties would be resolved before reaching even the first of these stages, by discussing the matter with the appropriate member of staff, either academic or pastoral, depending upon the nature of the problem. If, however, it proves impossible to resolve, then Stage 1 should be invoked.

### **STAGE 1**

The person with a complaint should describe and explain it either orally or in writing to the appropriate Line Manager, usually a Head of Department or Pastoral Head. If, however, it is a serious complaint about the conduct of a member of staff, the matter should be reported directly to the Headteacher.

### **STAGE 2**

If the complaint cannot be resolved informally by the Line Manager, the member of staff dealing with the issue should inform the complainant that he/she is entitled to make a formal complaint to the Headteacher for investigation, decision and, hopefully, resolution.

It is preferable that the complaint is made in writing, outlining all the issues and concerns. The Headteacher will respond within ten working days, and usually a meeting will be organised to discuss the matter.

If, however, the complaint is against the Headteacher, the Chair of Governors will investigate and attempt to resolve the matter at Stage 2.

If the complainant is not satisfied with the decision of the Headteacher or Chair of Governors, the relevant person should inform the complainant that they are entitled to take the matter further, to the Governing Body's Complaints Panel.

### **STAGE 3**

The complainant should send a letter, outlining his or her complaint to the Chair of Governors, care of the school. He or she will arrange for a meeting of the Complaints Panel which will be convened within 15 working days of the receipt of the letter. At least five working days' notice will be given. The complainant and the school will be invited to put their evidence to the panel. Any written evidence should be provided to the Chairperson of the Complaints Panel at least three working days before the meeting.

At the conclusion of the meeting, all parties should :

- have understood the nature of the proceedings
- have been given an opportunity to speak, provide evidence and ask and answer questions
- feel that they have said everything necessary
- feel that the Complaints Panel has listened to, and understood, all the points made
- be clear as to when all parties will be informed of the Panel's decision (ie ; within five working days)

The decision of the Complaints Panel is final.

## **PROTOCOL FOR COMPLAINTS HEARINGS**

The Governing Body's Complaints Panel will consist of three governors. The Clerk to the Governors will also be present to record proceedings.

A complaint hearing will be convened within 15 working days of receiving the complaint.

All parties will be given at least 5 working days' notice of the time and date of the hearing.

The proceedings will be conducted using the following format :

- Introductions from the Chair of the Panel
- The complainant(s) will be given the opportunity to voice their complaint.
- The panel may ask questions of the complainant(s).
- The school's representative(s) will be given the opportunity to respond.
- The panel may ask questions of the school representative(s).
- The complainant(s) will be given the opportunity to comment further.
- The panel may ask further questions of the complainant and/or the school representative(s).
- The complainant(s) and the school representative(s) will leave.
- The panel will deliberate and determine to uphold or not to uphold the complaint.
- All parties will be informed of the decision in writing within 5 working days.
- The decision of the Governors' Appeal Panel is final.