



## H.E.C.T. Complaints Policy

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### Principles

This procedure deals with complaints from persons other than Trustees and pupils and therefore includes parents and the general public. Complaints not included are those which are dealt with under other statutory complaints procedures e.g. exclusions and staff grievances.

Each day this school makes many decisions and tries hard to do the best for all the children in its care. Your comments – either positive or negative – are helpful for future planning. You may want to talk to us about a particular aspect of this school, though not actually make a complaint – you just want to get something “off of your chest”. Whatever it is, use the form attached and let us know your views.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel able to complain.

Our promise to you:

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be looked into thoroughly and fairly.
- If your complaint is urgent we will deal with it more quickly.
- We will keep you up to date with progress at each stage..
- You will get an apology if we have made a mistake.
- You will be told what we are going to do to put things right.
- You will get a full and clear written reply to formal complaints within 15 working days at each stage.
- We will keep confidential records of your complaint.

In return the School expects complainants to behave calmly and in good faith. Those who are not able to respond in an appropriate way may compromise the investigation.

There are four stages:

#### **An Informal Stage**

A discussion between the complainant and a member of staff.

#### **Formal Stage**

If the complainant is not satisfied, he or she can put the complaint in writing to the Headteacher who will arrange for it to be investigated. The Headteacher will either inform the complainant of a decision or tell the complainant how the investigation is proceeding and when he will likely be able to come to a decision.

#### **Reconciliation Stage**

If the complainant remains dissatisfied, the Headteacher will try to resolve the matter promptly.

#### **Appeals Stage**

If the complainant remains dissatisfied, he or she can appeal to a representative of the

Trustees. If this does not resolve matters then he or she may ask for a hearing in front of a three-person panel, which will comprise two Trustees (who have not been previously involved in dealing with the complaint) and an independent person\*.

\* The Independent person will not be employed at the School and be independent of the management and running of the School. He or she will not have any connection with the School which may reasonably cast doubt upon their ability to be impartial.

We will endeavour to ensure a hearing within a timescale of 10 school days from date of receipt of the request to convene a panel. The panel will not be called until all stages in the formal stage have been gone through.

The role of the panel will be to impartially resolve the complaint and the panel will invite the complainant (and an accompanying friend if desired) to discuss the complaint. Other interested parties may be called to meet the panel (this will be at the discretion of the panel). All parties will be notified of the decision of the panel in writing. The Trustees complaints panel will be the last school-based stage of the complaint's procedure.

# H.E.C.T. Complaints Form



Name.....

Address.....

Telephone.....

Pupil's Name.....

Pupil's Class.....

**Please tick:**

**Would you like to make a comment?**

**or**

**Would you like to make a complaint?**

**What is the nature of your comment / complaint?**

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**What can we do to put things right?**

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Signature.....

Date.....