

NORTON CANES HIGH SCHOOL COMPLAINTS PROCEDURES

All parents and carers want the best in life for their children and when anything gets in the way of that it stirs strong emotions. At Norton Canes we have a robust system for investigating problems and addressing them in an open minded and honest way. This will resolve most situations, allowing families and the school to work together for the benefit of young people in our care.

If parents and carers feel the school has not correctly dealt with a situation we do have a formal complaints procedure. Concerns or complaints should be referred initially to the Headteacher either verbally or in writing. He will then investigate and try to resolve the situation to the satisfaction of all parties concerned, as quickly as possible.

If you feel that the headteacher has not resolved the issue to your satisfaction, or that it cannot be dealt with by the Headteacher, you should refer it to the Chair of Governors.

1. This can be done by completing the complaints form below or in the form of a letter. Please give details of the complaint and what they would like as an outcome of the investigation. Keep a copy for your reference.
2. The School will forward the completed form to the Chair of the Governing Body for consideration. She will either deal with the complaint personally, or convene a meeting of the Complaints Committee to investigate the complaint. If such a meeting is called the complainant will be invited to make the complaint in person.
3. The decision will be conveyed, in writing, to the complainant usually within one working week.
4. There is not a general right of appeal against the decision of the Governors. However, if parents feel that proper procedures were not followed or reasonable consideration given to the complaint, they can raise the matter with the Local Education Authority.
5. A letter should be sent to the District Education Officer explaining:
 - What your complaint to the governors was
 - The response made to it
 - Why you think that the governors have not followed a proper procedure in considering your complaint, and/or
 - Why you think that their consideration of it was unreasonable.
8. The District Education Officer will investigate the complaint on behalf of the Director of Education. The school will inform you of the name of the District Education Officer and the address to send your letter

PLEASE NOTE THAT YOU SHOULD NOT CONTACT THE LOCAL EDUCATION AUTHORITY UNTIL THE HEADTEACHER OR GOVERNING BODY HAS CONSIDERED YOUR COMPLAINT.

COMPLAINTS FORM

Please complete this form and return it to the school who will then forward it to the chair of the governing body. Please continue on a separate sheet if necessary.

The procedures to be followed in dealing with the complaint are outlined on the reverse of this form.

Name

Address

Telephone Number
(Home) (Work)

Name of Child

5. **Details of the Complaint** (please include the date or period of time to which your complaint relates and confirm whether you have already expressed your concerns informally, and to whom and when)

6. **Do you have a suggestion for change?**

Please attach copies of any more information you have to back up your complaint, such as letters or reports.

Signed **Date**