

# GUILLEMONT JUNIOR SCHOOL - GOVERNORS' POLICY DOCUMENT

## GUILLEMONT JUNIOR SCHOOL

### Complaints Procedure

If you are ever at all unhappy with anything that happens to your child whilst in our care, please let the school know. The best person to help you generally will be your child's class teacher.

A complaint is technically the airing of a grievance by an individual or group of individuals against another individual or group of individuals. Complaints of a serious nature must be brought to the attention of the Headteacher or the Deputy Headteacher, who will always want to meet with you to solve difficulties and address the complaint.

In the context of a school, the majority of complaints are likely to be made by a pupil or parent concerning something that has happened in the course of the education of the pupil. However, this is not the only source of complaints and any policy must cover any combination of the eventualities shown below:

<b>Area of dissatisfaction</b>	<b>Complainant</b>
Curriculum	
Policies	
Environment	Pupils
Health and safety	Staff
Teaching standards	Parents
After School Club	Members of the public
Extra Curricular Activities	
Pupil behaviour	
Staff behaviour	
Governor behaviour	

All complaints regardless of origin or nature, will be given due attention with an immediate response from a senior member of staff if this is practicable

All serious complaints, if not dealt with immediately, will be logged in a Complaints Book and acknowledged within 24 hours by a senior member of staff. (In the case of complaints involving individuals, the complaint will be logged in such a way as to protect the identity of the individual)

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Every attempt will be made to resolve the complaint and report the outcome to the complainant within five working days. In the event that the matter cannot be resolved within this timescale and needs an in-depth investigation, the complainant will be informed, in writing, of the cause of the delay and advised of the steps being taken to resolve the matter. The timescale for this level of investigation would normally be twenty working days.

If the Headteacher is unable to resolve the complaint then the matter will be referred to the Chairman of Governors for further consideration. LEA guidance will also be sought where this is appropriate. If the complaint is about the HT then this should be directed to the Chairman of Governors in the first instance who will need to decide whether the matter should be dealt with through the complaints procedure or staff disciplinary procedure.

In all cases involving a member of staff, the relevant procedure - as detailed in the Hampshire County Council Policy on Dealing with Staff Grievances - will be followed.

Complaints about the school are sometimes made to the Local Education Authority, OFSTED or other authorities. In practice all of these outside bodies will respond to the complaint by referring the complaint directly back to the school to resolve. Complainants are therefore always strongly recommended to approach the school in the first instance for a swift resolution to the difficulty.

Ways of handling certain types of complaints (for example, admissions, curriculum and exclusions) are laid down by law.

Anonymous complaints will gain no response from the school. However, the headteacher or Chairman of Governors will need to consider whether the issue and fear of identification are genuine or whether the issue is one of child abuse.

**Signed:** Wander ter Kuile (Chairman of Governors)

**Date:** April 2<sup>nd</sup> 2003

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