



Carshalton Boys Sports College

Policy	Complaints Procedure Policy
Policy Number:	PS07
Review Date:	April 2018
Approved by the Governing Body Committee:	February 2016
Next Review Date:	April 2020

PHILOSOPHY UNDERLYING THE PRACTICE WITHIN THE SCHOOL

CBSC aims to provide an educationally inclusive environment within which all students can achieve their full potential, both academically and socially. It is the school's belief that this can only be achieved by ensuring:

- equality of opportunity for all and the promotion of attitudes and relationships which promote understanding, respect and tolerance of others
 - a pride in self and the school with opportunities for students to take responsibility for their own actions
 - a safe, secure, calm and pleasant general environment within the school
 - a well-ordered learning environment with high expectations of behaviour and work
 - good attendance and punctuality
 - a good working partnership with parents/carers
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- Carshalton Boys Sports College wants to listen to the views of parents and carers about their child's education and wellbeing at school.
 - We will try to resolve any concerns or complaints as informally and quickly as possible.
 - Carshalton Boys Sports College takes all complaints seriously and will provide a thorough and appropriate response.
 - No Child will be penalised or intimidated as a result of a parent or carer making a complaint.
 - The school will ensure all complaints are logged
 - The full governing body will not discuss individual complaints and any governor receiving a complaint will direct the parent or carer to the school's complaints information and procedure.
 - The governing body will monitor and review the effectiveness of the policy and procedures annually by receiving a summary report of numbers and types of formal complaints together with outcomes. Individual details will not be included.
 - Specific complaints or appeals relating to Admissions, Exclusions, Special Educational Needs provision or Safeguarding will be addressed individually through the Admissions, Exclusions, Special Educational Needs provision or Safeguarding policies. These are available on the school website.

Complaints Procedure

There are five stages available to parents or carers seeking to address concerns or complaints relating to their child's education at Carshalton Boys Sports College.

Addressing a Concern

1. In most cases the parent or carer should approach the member of staff concerned or Pastoral Support Worker to discuss the matter informally;
Year 7 & 8 Sarah Tyson
Year 9 & 10 Sarah Sheppard
Year 11/12/13 Suzanne Barker
2. If the parent or carer feels the matter is not resolved or feels unable to discuss it with the staff member, the parent or carer should then discuss it with their child's Learning Coordinator.

Unresolved Concerns or Making a Complaint

3. If concern is still unresolved, the parent or carer may contact
The Deputy Principal assigned to your child's year group;

Year 7 & 8	Matthew Sadler
Year 9 & 10	Paul Avery
Year 11/12/13	Matthew Robinson

A parent or carer may also contact the Vice-Principal or Principal at any time.

4. If the matter remains unresolved, or if the complaint is about the Principal, the parent or carer should contact the Clerk to the Governors Ms Jo Long (JLong@carshaltonboys.org) within two weeks, to seek advice. The Clerk to the Governors will offer advice and, if necessary, liaise with the school on the parent or carer's behalf in an attempt to resolve any issues or concerns.
5. If the matter still remains unresolved, the parent should write within two weeks to the chair of governors c/o Carshalton Boys Sports College, setting out the complaint and the attempts made to resolve it. The Chair of Governors will investigate the matter and respond to it in writing.
6. If the parent or carer remains dissatisfied, they should write to the Chair of Governors or Clerk to the Governing body requesting that a panel of governors is convened to hear the complaint. The panel will make a definitive and final response on behalf of the school that is binding upon the Chair of Governors and the Principal.

Unreasonable Complaints

A complaint may be regarded as unreasonable when the person making the complaint:

- Refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved or Insists on the complaint being dealt with in ways that are incompatible with the adopted complaints procedure or with good practice

A complaint may also be considered unreasonable if the person making the complaint does so face-to-face, by telephone, in writing or electronically:

- Maliciously.
- Aggressively, using threats, intimidation or violence.
- Using abusive, offensive or discriminatory language.

Should this fill procedure fail to lead to a resolution of the issues in the parent or carer's view, they can write to the Secretary of State for Education at the DFE. The only situation where the DFE is likely to become involved, however, is where the governing body is judged to have acted unreasonably or has failed to fulfil its statutory responsibilities. Internal School matters are not in the Secretary of State's remit.

The Local Authority has no statutory power to intervene in such issues beyond giving advice or making recommendations. There is no right of appeal to the Director of Education or to members of the Council.

Procedural Guidelines

Informal Stage

1. Informal Discussions with Staff member or Pastoral Support Officer

The staff member or Pastoral Support Officer will meet with the parent or carer to discuss and respond to the concern. If the staff member needs to investigate the issue before responding, they will inform the parent or carer and provide a response within three working days. If the staff member cannot meet this deadline, they will contact the parent and explain the reasons for the delay and give a further time limit for their response. The staff may ask their line manager to be present.

2. Informal discussion with the Learning Coordinator

The Learning Coordinator will meet with the parent or carer (where possible, within three school days) to discuss and respond to the concern. If the Learning Coordinator is unable to do so immediately, or subsequently needs to investigate the issue before responding, they will inform the parent or carer and provide a response within three working days. If the Learning Coordinator cannot meet this deadline, they will contact the parent and explain the reasons for the delay and give a further

time limit for their response. The Learning Coordinator may ask the Deputy Principal responsible for their cohort to be present.

3. Meeting with the Deputy Principal / Vice-Principal or Principal

The Deputy Principal, Vice-Principal or Principal will offer an appointment within five school¹ days. If the Deputy Principal, Vice-Principal or Principal subsequently needs to investigate the issue before responding, they will inform the parent or carer and state when a response should be available, within five school days. If the Deputy Principal, Vice-Principal or Principal is unable to meet this deadline they will contact the parent or carer and explain the reasons for the delay and give a further time limit for their response.

4. Referral to Clerk to the Governing Body

The Principal will inform the parent or carer that if they remain dissatisfied they can write to the Clerk to the Governors within two weeks. The Clerk to the Governors will offer advice to the parent or carer and, if necessary, liaise with the school on their behalf in an attempt to resolve any issues or concerns.

If resolution is not achieved, the parent or carer will be informed that they can refer their concern to the governing body and should write to the Chair of Governors within two weeks.

5. Referral to Chair of Governors

Upon receipt of a parent or carer's letter of complaint, the Chair of Governors will write to the parent within three days acknowledging receipt of the letter and stating that the matter will be investigated. The Chair of Governors will inform the parent or carer that a full response will be made in writing within 14 **Error! Bookmark not defined.** days. If it proves impossible to meet this deadline the Chair of Governors will write to the parent and explain the reasons for the delay and give a further time limit for the full response.

The Chair of Governors will send a copy of the school's complaints procedures and policy to the parent or carer with the initial acknowledgement.

Formal Stage

1. Referral to Panel of Governors

If the parent or carer is dissatisfied with the full response from the Chair of Governors or, if the Chair of Governors fails to respond as outlined above, the parent may write to the Chair of Governors or Clerk of the governing body within a further 14 days, requesting that a panel of governors be convened to hear the complaint.

¹ School days relates to days in term time and not in holiday periods

The letter should be acknowledged within three school days, and the panel convened to hear the complaint within a further 15 school days. The Clerk should liaise with the parent to agree mutually convenient times.

Constitution of Panel

The panel will consist of three governors, none of whom will have detailed knowledge of the complaint or be involved personally in any way. There should be no more than one staff member on the panel.

Panel Procedure

Details of the meeting will be recorded by the Clerk to Governors. A panel member will be appointed Chair. The parent or carer may be accompanied by someone of their choosing.

The format of the hearing should be as follows:

- Parent or carer outlines complaint.
- Principal and panel are given opportunity to question parent or carer.
- Principal outlines school's response to complaint.
- Parent or carer and panel are given opportunity to question Principal.
- Each side may ask witnesses to speak as appropriate.
- Everyone except panel and clerk withdraw.
- Panel considers its findings.
- Chair of the panel will write to the parent or carer, Chair and Principal setting out findings, within two school days.
- Draft Minutes of meeting are sent to parent or carer, Principal, Chair of Governors and panel members within seven school days.
- Anyone objecting to anything in the Minutes may write their comments to the Clerk within seven days of receiving them, and their letter will be appended to the Minutes.