



The Grange School and Sports College Policy Document



1. **Title:**

Complaints Against Schools Policy

2. **Purpose:**

- To ensure that all aspects of the South Gloucestershire Complaints for Schools Policy is incorporated within the School's Complaints Procedure.

3. **Aims:**

- The school's Complaints Against Schools Policy aims to provide a mechanism by which parents/carers can raise issues related to the school and to provide a prompt response to any complaint
- This Policy uses the South Gloucestershire Local Authority Complaints Against Schools Advice and Information for Parents and Carers document as the basis for its complaints procedure.

4. **Policy:**

Complaints Procedure:

On receipt of a written complaint from a parent/carer the following actions will be activated:

- A response to the complaint will be made within 24 hours of its receipt (see notes below)
- Where possible any investigation into a complaint within 2 weeks of receipt of the complaint. Where a longer time frame is necessary the parent/carer will be informed of the necessary timescale and the reason for this extended enquiry
- The Headteacher (or Chair of Governors – see notes below) will initiate a fair and thorough investigation relating to all aspects which covers all points of concern. This usually will be conducted by one of the Senior Leadership Team who will directly report back to the Headteacher
- The school will respect any aspects of confidentiality in relation to the complaint
- Written feedback to the complainant will be made within the timescales set out in this policy.

Notes:

- All complaints should be addressed to the Headteacher and sent to the school. In the event that the complaint is about the Headteacher then this should be sent to the Chair of Governors at the school.
- Similarly, if a parent/carer is not satisfied that their complaint has been dealt with appropriately by the Headteacher then a letter stating the reasons for this should be sent to the Chair of Governors at the school.

- If a parent/carer considers that the Governing Body has not dealt with their complaint fairly and according to the school's published policy and practice then a complaint in writing should be forwarded to South Gloucestershire Department for Children and Young People at Bowling Hill.

5. Relationship to other Policies:

All other Policies

6. Monitoring, Review and Evaluation:

The monitoring of the implementation of this policy will be the responsibility of:

- Pupils and Personnel Committee
- SLT

Adopted by the Governing Body: 25.11.2008

Review date: November 2010