

# The Grey Coat Hospital Complaints Procedure

The Grey Coat Hospital is committed to handling complaints in a professional and helpful manner, striving to achieve resolutions that are in the best interests of all pupils and sixth form students.

The Governors and Headteacher would hope that complaints could be satisfactorily made and considered on an informal basis.

## ***The procedure for making a complaint to the school is as follows:***

### Informal complaints

- a. Dissatisfaction about any academic or pastoral matter may be addressed to the pupil or sixth form student's tutor or Head of Year. This might take the form of a meeting. The tutor or Head of Year will discuss the matter with the class teacher and Head of Department (academic matters) and Head of Year (pastoral matters). The Head of Year (or tutor) will report back to the parent or carer within ten school days. If the matter is resolved to the parent or carer's satisfaction, the matter will go no further.
- b. If the matter cannot be resolved at the informal stage, it will move to a formal stage.

### Formal complaints

- c. These should be addressed in writing to the Deputy Head who line manages the Head of Year or Department who has been involved thus far. Information about who this is will be supplied by the tutor. The Deputy Head will try to resolve the situation and report back to the parent or carer within 10 school days. If the matter cannot be resolved, the paperwork will then be passed to the Head who will respond to the complaint within 10 school days (this may be extended if more time is needed for a thorough investigation to take place).
- d. In exceptional circumstances such as a complaint about a senior member of staff, the complaint may go directly to the Head who will respond directly to the parent or carer.
- e. If the complainant is not satisfied with the outcome of either stage (c) or stage (d), or if the complaint is specifically about the Headteacher, the complaint will be heard by the Chair of the Governing Body who should respond within 15 school days.
- f. If the complainant is not satisfied with the outcome of stage (e), the school will make provision for a hearing before a panel of three members who were not involved in the matters detailed in the complaint. One member of the panel will be independent of the management and running of the school. The panel should meet within 15 school days of receiving the complaint.
- g. The Clerk to the Governors will be responsible for the appointment of the panel and the timescales for the management of the complaint.
- h. The complainant and the person being complained about may attend the hearing and may be accompanied.
- i. The panel will make findings and recommendations. The complainant, the Chair of Governors and Headteacher and where relevant the person complained about, will receive a copy of any findings and recommendations.
- j. Written records will be kept of all complaints, informal or formal, including whether they are resolved at the preliminary stage or at a hearing.
- k. The correspondence, statements and records of complaints are to be kept confidential except in so far as where a body conducting an inspection under Section 163 of the Education Act 2002, or the Secretary of State, requests access to the records or other documents involved in the complaint.
- l. The school may be required to declare the number of complaints registered under the formal procedure during the previous year to parents or carers of students or prospective students and on request to the Chief Inspector, the Secretary of State, or a body approved under section 163(1)(b) of the Education Act 2002.
- m. The final stage of appeal, once all internal stages have been exhausted, is to the Education Funding Agency.