



## Complaints Policy

Document Control - Document Details	
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Purpose of Document	Statutory, pursuant to Chapter 1 of Part 3 of the Education Act 2002, Chapter 2 of Part 10 of the Apprenticeships, Skills, Children and Learning Act 2009, and the Complaints Against Schools (England) Regulations 2010.
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Version History		
Version number	Date Approved	Change/Reasons for Change/Comments
1	unknown	
2	23 May 2016	Revised in line with WSCC model policy
3	November 2017	No changes required.
4	November 2020	Changed address location of file
Distribution list		
Governors		
Head		
Leadership Team		



## Complaints Policy

### Purpose

This Complaints Policy applies to a complaint or complaints against a school that a pupil or a parent of a pupil has sustained injustice in consequence of an act or omission of the Governing Body of the school or an exercise of, or failure to exercise a prescribed function of the Headteacher of the school. It does not apply to a decision about admissions to the school, or a matter in respect of which the pupil or parent has or had a prescribed right of appeal. An act is to be treated as an act of the Governing Body of the school where a person acts on behalf of the Governing Body, or is a person to whom the Governing Body has delegated any functions. An act is also to be treated as an act of the Governing Body if the Governing Body exercises a function by arrangement with another person, and the act is done by or on behalf of the other person carrying out the arrangement.

This policy also applies to any complaint relating to the school or the provision of facilities or services not related to pupils or parents.

### Aim

The school and Governing Body aim to deal with all complaints openly, fairly, promptly and without prejudice. The school and Governing Body aims to deal with the majority of complaints through informal discussion and aims to settle them amicably.

### Roles and responsibilities

The relevant class teacher should attempt to resolve all complaints by parents or pupils involving the education and well-being of pupils in school. If the relevant class teacher is unable to resolve the complaint it will pass to the following staff members:

- Deputy Headteacher,
  - For matters concerning the curriculum, worship and charging for school activities;
  - For matters concerning pastoral work and individual members of staff.
- Assistant Headteacher,
  - Deals with formal complaints about individual students.
- Business Manager,
  - Complaints about the provision of facilities or services not related to pupils and parents

If the action taken by the aforementioned does not resolve the matter the Headteacher becomes involved and makes a final decision.

If the Headteacher is unable to resolve the matter, or the complaint is about the Headteacher, the complaint will pass to the Chair of Governors and the final stage in the process is for the Governing Body to investigate the complaint.

There is no opportunity to appeal against a decision. The school's complaints process has to be followed and if the resolution is not satisfactory you should write to the Secretary of State for Education. [More information on complaining about schools is available on the WSCC website.](#)