



General Complaints Procedure

Lead Person : Deputy Headmaster

Governing Body Committee : Discipline

1. Parents and carers should take their complaint in the first instance to the form tutor. Many minor complaints can be resolved quickly and informally
2. The Form tutor may pass on more serious complaints to the subject teacher, Head of Department, Head of Year, etc. and these may require the parent or carer making an appointment to meet the appropriate member of staff. The School will not wish to insist upon written complaints in all circumstances. However, the appropriate member of staff will need to know the nature of the complaint, in order to prepare for the meeting.
3. If the complaint has not been resolved by the first meeting (above), the parent or carer should contact the Deputy Head Teacher. An appointment is likely to be necessary, so that the Deputy Head Teacher can give the matter his/her full attention.
4. If the complaint has not been resolved by meeting with the Deputy Head Teacher the Complaint can be referred to the Headmaster
5. If the Headmaster cannot resolve the complaint, the parent or carer should contact the Chair of Governors, Mr. R. James – c/o The Crypt School. Parents are reminded that some matters (for example composition of classes) are determined as part of the internal management of the school.
6. The Chairman of Governors will attempt to resolve the complaint informally, and may contact the LEA's Area Education Officer for advice. If the Chairman of Governors cannot resolve the complaint informally, he/she will establish a panel of two or three governors to investigate the complaint and report back to the parent or carer.
7. The names of organization which can provide advice to parents, and are independent of the LEA can be obtained from Lyndsey Gill, Parent/Partnership Co-coordinator, at Shire Hall, Gloucester (01452 426448).
8. If the parent or carer remains dissatisfied with the governors' conclusion, he or she may contact the Area Education Officer, David Haworth. The LEA cannot overturn a decision of the school's Governing Body but it can help to resolve difficulties between schools and parents, particularly if the Area Education Officer has been contacted about the difficulty at an early stage.
9. Finally, a parent or carer may complain the Secretary of State if he/she believes that the Governing Body has acted unreasonably, or has failed to carry out its duties properly.

A number of different organizations, including Local Education Authorities and Diocesan Boards, have drawn up the following principles:

- a. Every attempt should be made to resolve complaints informally in the first instance.
- b. Complaints should be welcomed, together with other comments and observations from parents and carers.
- c. It should not be difficult to complain: written complaints should not always be insisted upon.
- d. Complaints should be handled speedily.
- e. Conciliatory language should be used throughout.
- f. Parents should be assured of confidentiality and that there would be no victimisation of pupils.
- g. Independent advice should be available to parents.
- h. The outcome of complaints, and their number, should be reported to the Governing Body.
- i. The procedure should be publicised to parents.

The School Curriculum

The Education Acts 1988 and 1996 required LEAs to draw up complaints procedures to deal with any complaint alleging that either the LEA or Governing Body are failing:

- to provide the national curriculum in the school or for a particular child
- to follow the law on charging for school activities
- to offer only approved qualifications or syllabuses
- to provide religious education and daily collective worship
- to provide the information that they have to provide
- to carry out any other statutory duty relating to the curriculum, including sex education.

Further details are available in the DfEE publication "School Governors - A Guide to the Law".

For further information contact:

David Haworth Area Education Officer 01452 427665 (Gloucester and Forest of Dean)

Reviewed by SV / SLT – September 2009

Approved by Governors – October 2009