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## Ranvilles Junior School Complaints Procedure

### 1. ACCESSIBILITY

This procedure is available in large print or Braille. Please contact the school office who will be happy to arrange this for you.

### 2. PURPOSE OF PROCEDURE

The purpose of this procedure is to clearly lay out the requirements, flow and timescales for making a formal complaint.

### 3. APPROVAL

Approval date: April 2017

Approver signature: .....

Approver position: Chair of Governing Body

Date for next review: April 2018

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#### 4. INTRODUCTION

##### **Formal Complaints**

A formal complaint, whether to the Headteacher or Chair of the Governing Body **must** be made in writing. Whilst the complaint may be in the form of an email or written letter, the Formal Complaint Form **must** accompany the submission.

A verbal complaint will not be considered Formal and will not be covered within this procedure.

All complaint procedure timescales refer to school days, these are days where the school is open for pupils to attend.

##### ***Formal Complaint Form***

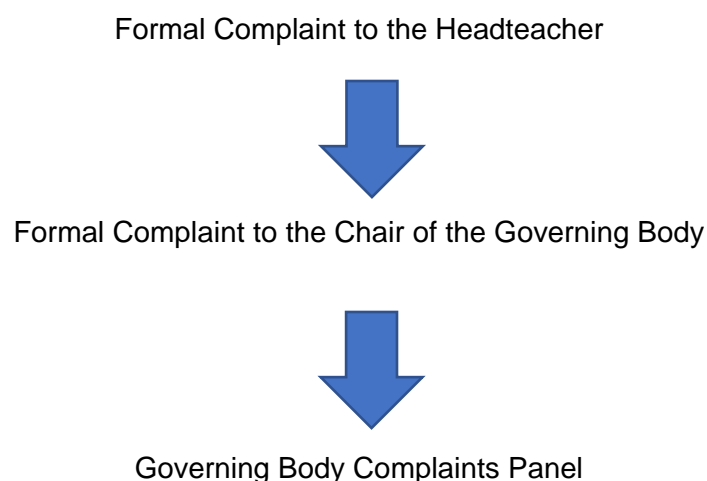
This can be found as an appendix to this procedure and also on the school website. If you require assistance completing this form, you should contact the school office who will arrange an appointment for a member of the school to assist with this.

##### ***Resolution***

Following a formal complaint, the school will issue a formal written resolution within the appropriate timeframe. This will also contain information on how to proceed to the next stage of the complaints framework should this be desired.

##### ***Internal Complaint Stages***

All formal complaints should be addressed to the Headteacher in the first instance unless the complaint relates to a member of the Senior Leadership Team. The complaint will then follow the internal complaint stages. If not resolved by the Governing Body Complaints Panel, the complainant will be advised how to proceed further as part of the outcome.



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## **Formal Complaint to Headteacher**

This is a complaint that is made in writing to the Headteacher.

### ***Complaint Mechanism***

The Complaint is made in writing to the Headteacher with the accompanying Complaints Form completed.

### ***Resolution Timetable***

The school will provide a written acknowledgement of the complainant within 3 school days. The school will then investigate and provide a written resolution within 10 school days. Where this is not possible, the school will write to the complainant to explain why within 10 school days.

### ***Resolution***

The Headteacher will conduct a documented investigation into the complaint and prepare a written response to the complainant. A meeting will also be offered in writing to the complainant. If the complainant accepts the resolution and any actions are satisfactory, the complaint is resolved. Where the complainant does not accept the resolution, the complainant is advised how to proceed further with their complaint. For all outcomes, the school will write to the complainant confirming the outcome within 10 school days.

### ***Documentation***

All documents pertaining to a formal complaint to the Headteacher will be kept on file for a period of 10 years after the date of resolution. After this time, they will be destroyed following the process for secure document disposal.

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## **Formal Complaint to Chair of the Governing Body**

This is a complaint that is made in writing to the Chair of the Governing Body. Unless the complaint is regarding the Headteacher or member of the Senior Leadership Team then the complaint should be directed to the Headteacher in the first instance.

An appropriate member of the Governing Body will then be assigned to investigate the complaint. This person is referred to as the Investigating Governor. At this stage, the complaint **will not** be shared with the Full Governing Body. This is to ensure that governors are not tainted and prevented from being able to sit on the Governing Body Complaints Panel.

### ***Complaint Mechanism***

The Complaint is made in writing to the Chair of the Governing Body with the accompanying Complaints Form completed. The envelope should be marked "Formal Complaint".

### ***Resolution Timetable***

The Chair of Governors will provide a written acknowledgement via the school to the complainant within 5 school days. The investigating governor will then provide a written resolution via the school within 10 school days. Where this is not possible, the investigating governor will write to the complainant via the school to explain why within 10 school days.

### ***Resolution***

The Investigating Governor will conduct a documented investigation into the complaint and prepare a written response to the complainant. A meeting will also be offered in writing to the complainant. If the complainant accepts the resolution and any actions are satisfactory, the complaint is resolved. Where the complainant does not accept the resolution, the complainant is advised how to proceed further with their complaint. For all outcomes, the school will write to the complainant confirming the outcome within 10 school days.

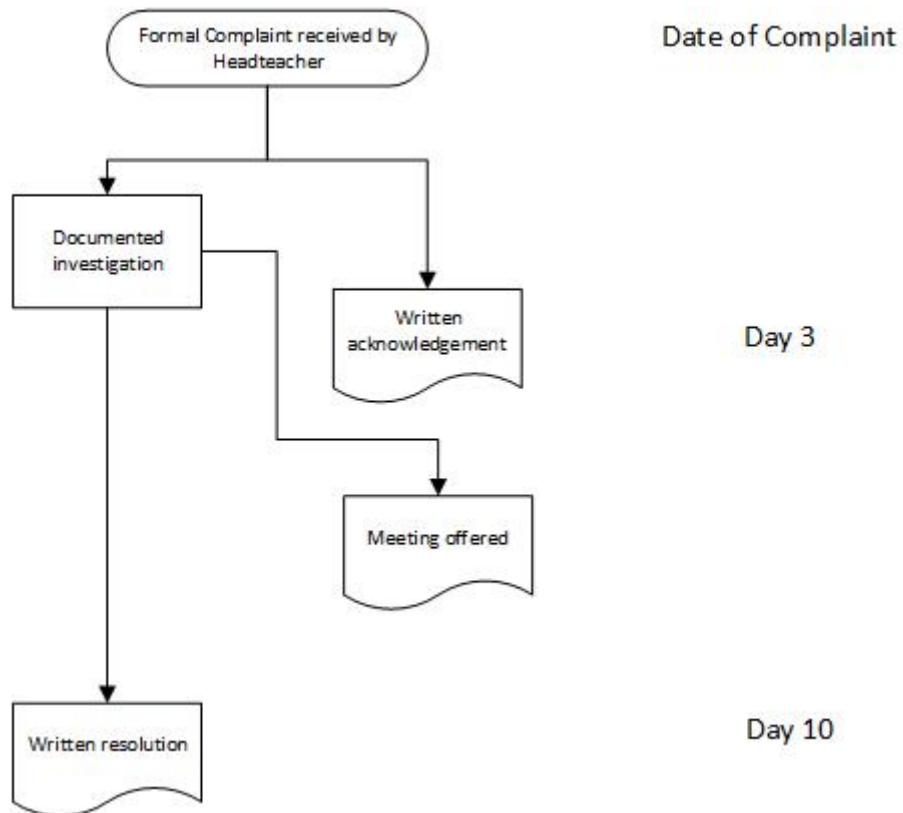
### ***Documentation***

All documents pertaining to a formal complaint to the Chair of the Governing Body will be kept on file for a period of 10 years after the date of resolution. After this time, they will be destroyed following the process for secure document disposal.

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## 5. COMPLAINT FLOW

The following flow shows the procedure and timescales for a Formal Complaint to the Headteacher.



The following flow shows the procedure and timescales for a Formal Complaint to the Chair of the Governing Body.

