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Wye Forest Federation  
St Briavels & Redbrook  
Primary Schools.

# Complaints Policy.

Approved Full Governing Body: 22/05/2018.

Review Period: 2 Years.

Date of next Review: 22/05/2020.

Version: 1.0

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## 1. Introduction.

- 1.1. We believe that the Wye Forest Federation (WFF) provides a good education for all our children, and that the Head Teacher and other staff work very hard to build positive relationships with all parents and the community. However, the federation is obliged to have procedures in place in case there are complaints. The following policy sets out the procedure that the federation follows in such cases.
- 1.2. Our federation aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the children above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## 2. Who can make a complaint?

- 2.1. Any person, including members of the general public, may make a complaint about any provision of facilities or services that the WFF provides, unless separate statutory procedures apply (such as exclusions or admissions).

## 3. Complaints not in scope of this policy.

- 3.1. The WFF complaints procedure covers all complaints about any provision of facilities or services that the WFF provides with the exceptions listed below, for which there are separate (statutory) procedures.

Exceptions	Who to contact
<ul style="list-style-type: none"><li>• Admissions to schools</li><li>• Statutory assessments of Special Educational Needs (SEN)</li><li>• School re-organisation proposals</li><li>• Matters likely to require a Child Protection Investigation</li></ul>	Concerns should be raised direct with local authorities (LA). For school admissions, it will depend on who is the admission authority (either the school or the LA). Complaints about admission appeals for maintained schools are dealt with by the Local Government Ombudsman.
<ul style="list-style-type: none"><li>• Exclusion of children from school</li></ul>	Further information about raising concerns about exclusion can be found at: <a href="http://www.gov.uk/schooldiscipline-exclusions/exclusions">www.gov.uk/schooldiscipline-exclusions/exclusions</a> .



<ul style="list-style-type: none"><li>Whistleblowing</li></ul>	Schools have an internal whistleblowing procedure for their employees and voluntary staff. Other concerns can be raised direct with Ofsted by telephone on: 0300 123 3155, via email at: <a href="mailto:whistleblowing@ofsted.gov.uk">whistleblowing@ofsted.gov.uk</a> or by writing to: WBHL, Ofsted Piccadilly Gate Store Street Manchester M1 2WD. The Department for Education is also a prescribed body for whistleblowing in education.
<ul style="list-style-type: none"><li>Staff grievances and disciplinary procedures</li></ul>	These matters will invoke the school's internal grievance procedures. Complainants will not be informed of the outcome of any investigation.
<ul style="list-style-type: none"><li>Complaints about services provided by other providers who may use school premises or facilities.</li></ul>	Providers should have their own complaints procedure to deal with complaints about service. They should be contacted direct.

## 4. The Complaints Procedure.

### 4.1.General

- 4.1.1. Realistic and reasonable time scales will be set and agreed for each stage of the complaints process. The time scales for each stage will be communicated to the complainants. Where further investigations are necessary, new time scales will be set and the complainant will be sent details of the new deadlines with an explanation of the change to the time scales.
- 4.1.2. Meeting minutes for formal meetings should be taken, stored and shared with all parties.
- 4.1.3. The complainant will be asked at an early stage what they think might resolve the issue.
- 4.1.4. The progress of the complaint and the final outcome will be recorded. The Head Teacher will be responsible for these records and hold them centrally.
- 4.1.5. Where the first approach is made to a Governor, the next step would be to refer the complainant to the appropriate person and advise them about the complaint procedure.
- 4.1.6. The person handling any concern or complaint should keep all details confidential and not share any details with anyone who does not need to know.
- 4.1.7. A complaint form can be found at the end of this document which can be used to make a formal complaint.



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## 4.2. Informal Complaint.

- 4.2.1. A complainant should in the first instance discuss their concern with a member of staff. If the complainant feels that they cannot discuss the matter with the member of staff concerned then they should informally approach the Head Teacher.
- 4.2.2. If the member of staff directly involved feels too compromised to deal with a concern/complaint they should refer it to the Head Teacher.
- 4.2.3. Should a complainant have a complaint about the Head Teacher, s/he should first make an informal approach to the chair of the governing body.
- 4.2.4. Complaints against an individual governor should be made to the Chair of Governors.
- 4.2.5. Complaints against the Chair of Governors should be made to the vice Chair of Governors.
- 4.2.6. The person contacted by the complainant should discuss the concern/complaint with the complainant and try to resolve the concern/complaint through dialogue and discussions with all parties.

## 4.3. Formal Complaint. (Stage1)

- 4.3.1. Where a complainant feels that a situation has not been resolved through contact with a member of staff, or that their concern is of a sufficiently serious nature, they should make a formal complaint. This should be made to the Head Teacher or to the most relevant person as detailed in sections 4.3.2, 4.3.3 & 4.3.4.
  - 4.3.2. Should a complainant have a complaint about the Head Teacher, s/he should make the complaint to the chair of the governing body.
  - 4.3.3. Complaints against an individual governor should be made to the Chair of Governors.
  - 4.3.4. Complaints against the Chair of Governors should be made to the vice Chair of Governors.
  - 4.3.5. The person handling the complaint will acknowledge receipt of the complaint within five school days of receiving it and advise the complainant what initial steps are intended to be made. This should also include time scales for these initial steps.
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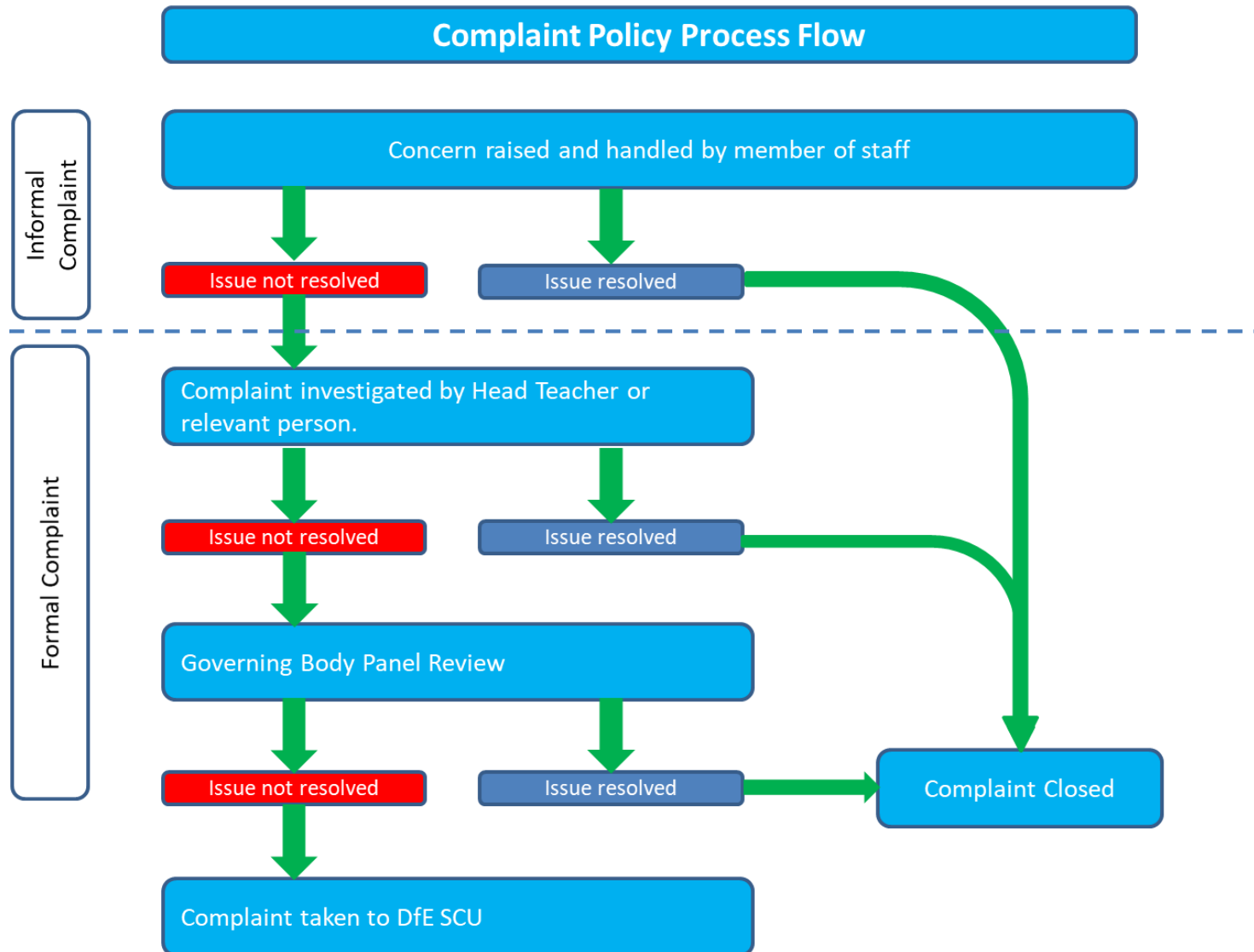
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- 4.3.6. The complainant should be invited to attend a meeting with the person dealing with the complaint to discuss the complaint. The complainant should be given at least five days notice of any meeting.
  - 4.3.7. The person handling the complaint will then investigate the complaint. Facts should be discussed with all parties with the details recorded.
  - 4.3.8. The person handling the complaint will then review the facts and provide a response to the complaint which will be issued to all parties in writing.

#### 4.4. Formal Complaint. (Stage2)

- 4.4.1. If the complainant is not satisfied with the response provided by the Head Teacher, then they should contact the Chair of Governors.
- 4.4.2. The Chair of Governors will ask three members of the Governing Body who have had no previous involvement or knowledge of the original complaint to sit on a panel to review the complaint.
- 4.4.3. The governor panel will meet to review the complaint to ensure that the process has been followed correctly and review the findings.
- 4.4.4. The governor panel will inform all parties of their decision within 10 school days of the panel meeting.

#### 4.5. DfE Schools Complaint Unit.

- 4.5.1. If the complainants are still unsatisfied they may take their case to the DfE. Details of how to do this can be obtained from the SCU by calling the National Helpline on 03700002288 or going online at: [www.education.gov.uk/help/contactus](http://www.education.gov.uk/help/contactus) or by writing to: Department for Education School Complaints Unit. 2nd Floor Piccadilly Gate, Store Street, Manchester. M1 2WD.
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## Wye Forest Federation Complaint Form

Name	
Address	
Contact Number	
Email Address	

(Please provide details of your complaint)

(What action, if any, have you already taken to try to resolve your complaint?)

(What actions do you feel might resolve the problem at this stage?)

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