

Sallygate School

Adults Complaint Policy

Date Agreed: September 2016

Date of next Review: September 2017

Headteacher signature:

Management Committee Chair signature:

All staff must have access to this policy, and sign to confirm that they have read, understood and will adhere to its contents.

Sallygate Adults Complaint Policy

Policy for dealing with complaints

We welcome suggestions for improving our work in school. Be assured that, no matter what you want to tell us, our support and respect for our pupils will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we received from carers/parents in addressing any problems that arise.

We receive very few complaints. Problems sometimes arise from misunderstandings which are easily addressed. Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher. When carers /Social Workers/ parents, other adults and teachers treat each other with mutual respect and support, this provides a very good role model for all our children.

If, having spoken to the class teacher, you still have concerns; you should see the Headteacher / School Operations Manager. She / he will investigate the problem and discuss the findings with you so that we can find a way forward together which serves the best interest of both the school and your child. In the unlikely event of the problem remaining unresolved you can put your complaint in writing and, if necessary, could subsequently refer it to Mr. R. Barnett, Director of Channels and Choices.

The procedure to be followed in the event of a complaint being made is summarised in the following stages:

Stage 1: Informal Action

- Carers / Social Workers/ parents/ adults discuss concern with the class teacher. It is then recorded on the pupil's file.
- If the teacher is unable to deal immediately with the matter, a clear note is made; including complainant's name, phone number and date, and the carer / Social Worker/ parent other adult is contacted as soon as the matter has been investigated. The teacher may also consult the Headteacher at this stage.
- The teacher ensures that the carer / parent is clear what action or monitoring of the situation has been agreed. The issue is clearly recorded in the pupil's file and in the Complaints Record kept in the Headteacher's office.
- If no satisfactory solution has been found, carers / parents/Social Workers/ other adults are asked if they wish their concern to be considered further.

Stage 2: Referral to the Headteacher / School Operations Manager

- A meeting is arranged with the complainant to clarify and supplement information given within 10 days of the referral.
- The Headteacher / School Operations Manager investigates further, interviewing witnesses as appropriate. If the complaint centres on a pupil, the pupil would normally be interviewed with the Headteacher / School Operations Manager and a member of staff who is not directly involved.

The Headteacher / School Operations Manager keeps written records of meetings, telephone conversations and other documentation.

- Once all relevant facts have been established, the Headteacher / School Operations Manager respond. If the complaint was in writing, a written response will be sent within 10 days of the meeting with the complainant.
- If the complainant is not satisfied, they are advised to appeal the findings in writing to Ross Barnett, Director of Channels and Choices.

If the complaint is against the Headteacher, the Stage 2 procedures are carried out by one of the Directors of Channels and Choices.

Stage 3: The Appeals Stage

- The nominated Director acknowledges receipt of the written complaint, informing the complainant that the complaint is to be heard by a panel of 3 members, none of whom have had previous involvement with the complaint and one of whom is independent of The Sallygate School.
- All relevant documentation regarding the complaint should be given to the members of the panel as soon as possible.
- The Chair of the Panel will write and inform all concerned of the date, time and place of the meeting at least 5 working days in advance. The notification to the complainant should also inform him / her of the right to be accompanied to the meeting by a friend and the right to submit further written evidence.
- It is the responsibility of the Chair of the Panel to ensure that the meeting is properly minuted.
- After the meeting, the Panel will consider the evidence and a written decision will be sent to Channels and Choices, the Headteacher, complainant and, where relevant, the person complained about. They should be given a copy of the findings within 15 days. A written decision will also be sent to all parties. A copy of the findings and recommendations of the panel may also be sent by electronic mail upon request.
- Written records are kept of all complaints, indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing. These records are kept confidential and stored securely. Details of the number of complaints made in the preceding year may be disclosed to parents, to Channels and Choices, to Ofsted, or to the Secretary of State.
- A copy of the findings and recommendations following the investigation of a complaint will be sent by email to the complainant and the person complained about. Copies will also be held securely on site for inspection by the Headteacher and the proprietor.

Sallygate School Complaints Procedures

If you have a complaint about any member of staff within Sallygate School or you are not happy about something in the school or the way the school is managed please inform the Headteacher by either making an appointment, by phone or in writing to:

Name: The Headteacher

School Address: Sallygate School
Buckland House
Crabble Hill
Dover Kent
CT17 0RX

School Number: 01304 212510

If you are not happy with the outcome, or have a complaint to make about the Headteacher or the School Operations Manager, then please contact the School Proprietor by either making an appointment, by phone or in writing to:

Name: Mr Ross Barnett

Address: Channels and Choices
45a London Road
River
Dover Kent
CT17 0SG

Contact Number: 01304 361888

If you are not happy with this outcome, please contact the Chair of the Sallygate School management Committee in writing to:

Name: The Management Committee Chair

Address: c/o Sallygate School
Buckland House
Crabble Hill
Dover Kent
CT17 0RX

Formal Complaint Form

Name:

Address:

Telephone No. Day

Evening

What is it you want to complain about?

Have you complained to the Headteacher?

YES

NO

When did you do this?

Date:

What happened when you complained to the Headteacher?

What would you like us to do to put things right?

Signed:	
Date:	

Please return this form to the Headteacher.