



Complaints Procedure Policy

Last Reviewed May 2019

This policy should be read and applied in conjunction with Cheshire East Model Complaints Policy (September 2012) which was adopted by Dean Valley Governors on 23rd April 2013.

Parents are welcome to discuss informally any problems concerning the school curriculum or related matters with the class teacher or Headteacher. An appointment should be made so that staff can be available after school.

Anyone with a concern or complaint against the school should initially approach an appropriate member of staff, who will try to resolve the complaint directly and quickly. Failing this they will provide guidance on how to proceed with the complaint. (Note: the school office can provide a form which can be used to record and submit a formal complaint.)

The Headteacher will normally be involved next. The Headteacher may appoint an Investigator.

The Headteacher/Investigator will investigate the complaint and respond to the complainant normally within 7 days. The complainant will be advised if this timescale is too short to carry out the investigation.

If the Headteacher is unable to resolve the complaint or the complaint is about the Headteacher the complainant can take the complaint, in writing, to the Chair of Governors, who will investigate and take appropriate action.

If this fails to resolve the situation the Chair of Governors will convene an appeals panel consisting of a limited number of Governors who have not been involved in the complaint so far. The Chair of the appeals panel will advise the complainant when and where the review of the complaint will take place, normally within 14 days of receipt of the complaint by the Chair of Governors.

The appeal panel will investigate the complaint thoroughly by taking evidence from all concerned. (Note the complaint will never be reviewed by the full board of Governors as such a review would disqualify a Governor from taking part in any subsequent disciplinary proceedings that may arise from a serious complaint.)

The decision of the appeals panel will be communicated in writing to the complainant by the Chair of the appeals panel within 3 days of the panel meeting.

If these investigations fail to resolve the matter, it can be referred to the LA for advice.

The school will strive to deal with all formal complaints in accordance with Section 29 of the Education Act 2002. <http://www.legislation.hmso.gov.uk/acts/acts2002/20032--f.htm#29> is the link to Section 29 of the Act.

The school and Governors will use the School Complaints Procedure Guidelines and tools (see link below) provided on the GovernorNet web site to help ensure the process followed for a particular complaint is rigorous and thorough.

<http://www.governornet.co.uk/linkAttachments/School%20Complaints%20Procedure.doc>

A paper copy of the GovernorNet School Complaints Procedure document is held at school and is available to be viewed.

Complaints Procedure Guidance for teachers is also in the Dean Valley Teacher Handbook.