

Windmill Hill School
Complaints Procedures



ABOUT THIS DOCUMENT:

Purpose

These procedures are in place to enable any complaint to be raised in the appropriate way so that they can be resolved as quickly and efficiently as practically possible.

COMPILED BY

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Wellbeing in our Trust

We understand that stakeholders have the right to raise concerns, and this may in the form of a complaint. We welcome the opportunity to ensure that we are offering the best education and service to our children and young people, however receiving and managing a complaint can be a challenging process and so this document aims to set out procedures to be followed to minimize the stress and anxiety caused through managing these procedures.

We are all affected by poor physical and mental health at times during our lives and it is important the appropriate support is available in a timely manner.

Health and wellbeing is everyone's responsibility and we encourage an open and honest culture whereby anyone can discuss any issues they may have.

The Trustees of Creating Tomorrow take the health and wellbeing of all employees seriously and are committed to supporting our staff. The Trustees ensure that support for staff is available through:

- Effective line management
- Commitment to reducing workload
- Supportive and professional working environments
- Employee support programs
 - Health Assure (confidential counselling support available through Perkbox account).
 - The Teacher Support Line telephone number 08000 562561 or website www.teachersupport.info

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How to make a complaint

Three stages are involved in raising concerns or making a complaint

Sometimes things happen which make children or parents unhappy. It is important that parents/carers feel able to raise concerns.

In most cases, concerns and complaints can be resolved by talking to staff at school. Sometimes parents may wish to raise a more formal complaint.

This is our complaints procedure. There are three main stages involved in raising concerns or making a complaint.

Stage 1 - Initial approach

It is important that parents contact the school first with their concerns and talk to their child's form teacher or Key Stage Leader for the key stage the student is in. Most problems can be sorted out in this way easily and informally.

Stage 2 - Raise a formal complaint

If you are still unhappy the next stage is to raise a formal complaint by writing to:

the Headteacher of the school

or, if you have already spoken to the Headteacher, the Chair of the Governing Body (contact details can be obtained via the school office)

The Headteacher, or the Chair of Governors will investigate your complaint.

After they have looked into the issue, you may be asked to meet with the Headteacher or Chair of Governors or you may get a letter explaining the school's response.

Stage 3 - Appeal to Governors

If you are still unhappy after raising the complaint in Stage 2, you would need to inform the Chair of Governors in writing and request a hearing. The school's complaints procedure offers the opportunity for

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your complaint to be heard by a panel of the governing body.

You will be asked to meet with the panel and explain your case. The panel will listen to you and the Headteacher, and will inform you in writing of their decision.

Timescales for dealing with your complaint

Ideally, complaints should be dealt with quickly, but if your complaint is complicated or requires detailed investigation, it may take a longer to sort out. The school should let you know how a complaint is being addressed and when you can expect to hear from them.

Other types of complaints

The following types of complaints about education are dealt with in different ways. There are special arrangements under the Education Acts if you want to appeal or complain about:

- admission to
- schools exclusion
- from school
- school re-organisation
- proposals special
- education provision
- religious education and collective
- worship curriculum issues