



**METROPOLITAN BOROUGH OF CALDERDALE**  
**Woodhouse Primary School**  
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## **MANAGEMENT AND GOVERNANCE DOCUMENTATION**

### **COMPLAINTS PROCEDURE**

	Date	Chair of Governors	Headteacher
Adopted	July 2002		
Reviewed	March 2004		
Reviewed	October 2006		
Reviewed	April 2011		
Reviewed			

## **1. Purpose of the Procedure**

This Procedure provides a means both informal and formal for addressing complaints from pupils of the school, parents or guardians of pupils and members of the general public.

Staff complaints should be raised through the School's Grievance procedure.

## **2. Informal Process**

Complaints should be made to the person best able to respond to them i.e., the Class Teacher, Deputy Head Teacher or Head Teacher, in person wherever possible and at the earliest opportunity following the incident or occurrence, which gave rise to the complaint. A member of staff who is the subject of a complaint should not deal with the complaint. Should the complaint concern the Head Teacher then it should be referred directly to the Chair of Governors for consideration.

The school will respect fully the views and wishes of a complainant who indicates that they would have difficulty discussing a complaint with a particular member of staff. In such a case the complaint should be referred to another member of staff or the Head Teacher with the agreement of the complainant.

Similarly, if a member of staff feels that they would be compromised in dealing with a particular complaint for any reason then they too can ask that another member of staff or the Head Teacher deals with the complaint. In such a case the complainant should be advised of the decision to reallocate the complaint but not necessarily the reason behind the decision to do so.

Where a complaint is made initially to a Governor it should be referred to an appropriate member of staff to be investigated. In such a case the complainant should be informed about the reason to refer the complaint, they should be advised of the procedures involved and they should be notified of the name of the person who will investigate the complaint.

In all cases where a complaint is made the complainant is encouraged to state what actions they feel might be appropriate to resolve the complaint at the outset or any other appropriate stage in the process.

In most cases complaints will be resolved by this informal means to the satisfaction of the complainant.

Only where discussion fails to resolve the matter should the complaint be progressed to the formal stage.

## **3. Formal Process**

- (a) Where a complainant is not satisfied with the outcome following the informal process having been used to try and resolve the complaint, the complainant must detail the complaint in writing and submit it to the Head Teacher within 5 school days of the informal process having ended.
- (b) The Head Teacher will respond to the complainant in writing within 5 school days of receipt of the formal complaint.
- (c) If the complainant is satisfied with the response no further action is required. If, however, the Head Teacher's response is not accepted as resolving the matter then the complainant should write to the Chair of the Governors (c/o the School) within 5 school

days of the Head Teacher's response. The complainant must set out the facts of the case, why they are not satisfied with the Head Teacher's response and what they would wish to see as an outcome of their complaint.

- (d) The Chair of Governors will acknowledge receipt of the complaint within 5 school days and will offer to meet with the complainant to discuss the matter.
- (e) Where the complaint can be resolved by the discussion between the Chair of Governors and the complainant no further action is required. Written notes shall be made of any discussion.
- (f) Where the matter requires further investigation or, where the matter cannot be resolved by the Chair of Governors without the full Governing Body's consideration, an investigation will be carried out and/or Chair's report will be submitted to the Governing Body's Complaints Panel. Wherever possible this will take place within 20 school days of the matter being raised with the Chair.

#### **4. Complaints Panel Process**

- (i) The Complaints Panel will consist of 3 Governors who have had no prior involvement in the complaint or any of the circumstances surrounding it. One of the three Governors shall be appointed in the role as a Chair of the panel for the duration of the complaints panel process.
- (ii) The meeting will be held within the school and will be minuted by the Clerk to the Governing Body. The panel Chair shall seek to ensure that the entire proceedings are as welcoming as possible and that all parties are treated with respect and courtesy throughout the entire process. The Chair will explain the remit of the Panel and the procedures involved to all parties at the outset.
- (iii) The Clerk will call the meeting and will distribute any papers relevant to it no less than 5 school days in advance of the meeting.
- (iv) The Chair of Governors will present any investigation report and/or other information to the Panel and may call upon any witnesses, or others having knowledge of, or involvement in, the matter which gave rise to the complaint.
- (v) The complainant will have the opportunity to ask questions as will the Panel members.
- (vi) The complainant will have the opportunity to address the panel and call upon any witnesses, or other appropriate persons.
- (vii) The Chair of Governors will have the opportunity to ask questions as will the Panel.
- (viii) Both sides will have the opportunity to sum up their cases.
- (ix) All except the Panel and the clerk will leave the room whilst the Panel reach their decision and will be recalled to hear the decision wherever possible.
- (x) Within the terms of the Panels remit they can:
  - a) Dismiss the complaint in whole or part;
  - b) Uphold the complaint in whole or part;
  - c) Decide on the appropriate action to be taken to resolve the complaint;

- d) Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not reoccur. Any such recommendations shall be made to the next Full Governing Body meeting with a recommendation for approval. No confidential information shall be divulged concerning the complaint to the Full Governing Body.
- (xi) The panel's decision will be confirmed in writing to the complainant within 5 school days of the Panel meeting.
- (xii) There is no right to appeal against the Complaints Panel decision on the matter, however the complainant can refer any breach in the application of this procedure to the Local Education Authority (Calderdale MBC)

## **5. Review**

The policy will be reviewed within the school's cycle of policy review or before if appropriate. Outside agencies may be called upon to give advice.

**WOODHOUSE PRIMARY SCHOOL**

**COMPLAINTS PROCEDURE**

**COMPLAINT FORM**

**Please complete this form and return to the Head Teacher who will acknowledge receipt and explain what action will be taken.**

**Your name:**

**Pupils name:**

**Your relationship to pupil:**

**Address:**

**Postcode:**

**Daytime telephone number:**

**Evening telephone number:**

**Please give details of your complaint:  
(Continue on a separate sheet if necessary)**

**What action, if any have you already taken to try to resolve your complaint ?  
(Please state who you spoke to and what response you received)**

**What actions do you consider might resolve the problem at this stage?**

**Are you attaching any further information? : YES / NO  
If yes please specify below number of pages:**

**Signature:**

**Date:**

**Official use only**

**Date acknowledgement sent:**

**Acknowledgement sent by:**

**Complainant referred to:**

**Date complaint referred:**