

# Normanton House School



# COMPLAINTS POLICY AND PROCEDURE



***This policy is to be read in conjunction with the Safe Guarding Policy.***

The governors and staff of Normanton House School welcome any suggestions or comments that parents may wish to make about any aspect of the school. We continually strive to improve the quality of the education at Normanton House School by frequently monitoring and reviewing school policies and procedures. Parental involvement in this process is essential.

It is recognised by the governing body that there may be occasions when parents/guardians/carers pupils may wish to make a complaint against the school or some individual within the school.

It is the intention of the Governing Body to ensure that there is appropriate access to the complaints mechanism and that complaints are efficiently and fairly investigated and resolved to the satisfaction of all parties.

It is expected that complaints will follow the process as set out in the procedures document.

All formal complaints will reach the Head teacher and will be treated in the strictest confidence and will be dealt with appropriately.

**Complaints may be related to:**

- The curriculum (what is taught in the classroom).
  - Staff employed in school.
  - Policies and Procedures.
  - Health and Safety.
  - Pupils.
- 1 If you have a problem or complaint, PLEASE TELL US. We will do our best to solve it.
  2. Your first point of contact should be the class teacher. She will offer advice as to who can best deal with the problem.
  3. If deemed necessary, the class teacher or a member of staff will record your complaint and pass it on to the Head teacher.
  4. If you are not satisfied, having discussed the matter with an appropriate member of staff, please take up the matter with the Head Teacher. If the complaint is to do with matters of health and safety or is a complaint against a member of staff then please contact the Head Teacher directly.
  5. If you wish to make a complaint against the Head Teacher, the administrator should be contacted, or you may write directly to the Trustees at the school address.

## **Complaints Procedure**

### **Informal Complaints**

Complaints of an informal nature will be resolved by the class teacher or first point of contact wherever possible. Informal complaints that are resolved in this way will not be recorded formally.

If the complainant is not satisfied with this, the following steps are taken:

- Record complaint along with details of complainant, date and time
- Pass this information on to the Head Teacher at earliest opportunity
- The complainant/ parent will be asked to formally make a complaint following the formal complaint procedure.

The Head Teacher will assess all complaints received in this way and will instigate further investigation / action where deemed necessary.

### **Formal Complaints**

A formal complaint is one which is:

- A complaint that is specifically requested to be formalised by the complainant.
- A complaint made in writing directly to the Trustees
- Deemed serious enough to warrant a formal warning or subsequent disciplinary procedure.

Complainants will be asked to put their complaint in writing. The complainant and nature of the complaint must be clearly stated in the complaint.

A formal complaint will be acknowledged in writing, within seven working days, by the Head teacher or the Trustees if the complaint is about the Head teacher.

The Head teacher will inform the Trustees within 48 hours of the receipt of a formal complaint.

The complaint will be investigated within two weeks and a report given to the Trustees.

The complainant will receive a response within 28 working days of the receipt of the complaint. If the investigation is expected to take longer, for whatever reason, then the complainant will be informed accordingly.

In the event of a complaint of a most serious nature, immediate action may be taken by the Head teacher/Trustees at their discretion.

The outcome of the investigation and the decision regarding the complaint and any actions taken will be communicated to the complainant in the response.

If the parent/complainant is still not satisfied with this response then he/ she may appeal.

The appeal must be lodged within 3 weeks. Any appeal after this date will be considered at the discretion of the Trustees.

On appeal, the parent may have the complaint considered by a hearing panel. The parent may choose to be accompanied when attending the hearing panel.

This panel will be an appeals committee of the Trust. No Trustee who has any previous knowledge of the incident which gave rise to the complaint should be a member of the appeals committee. The appeals committee must contain at least three people independent of the complaint, one of whom is independent of the school and its governing body. This independent person will be requested to attend by the Trust and will be a person of respect and standing in the Muslim community.

Following consideration of the evidence the appeals committee will decide what action if any should be taken. Their decision, taken on behalf of the Trust, will be communicated in writing to the person who lodged the complaint, the head teacher, trustees and all others directly involved in the complaint. The decision of the appeals committee is final.

If the matter still remains unresolved, parents have the final sanction of moving the pupil to another school.

Note: A written record of all complaints and any action taken will be kept by the school. The stage of the procedure at which the complaint is resolved must be recorded.

**Allegations against staff**

Where a complaint or allegation raises concern of possible abuse (neglect, emotional, physical or sexual) of a child by a member of staff, the matter must be reported to the Head Teacher. In case the person complained against is the Head Teacher, the matter must be referred to the chair of the Board of Trustees. If necessary the Head Teacher and/or Chair of Trustees will raise concerns with the relevant statutory bodies such as social services, police or Health Authority. This is in accordance with the child protection policy.

*The Policy for allegations against staff members should be followed.*

**All information related to any complaint, complainant, pupil, parent or member of staff involved is wholly confidential.**

**Any breach of this confidentiality by school staff will be a serious disciplinary matter.**

**Access to records of any complaint will be made available to an inspection body that requests them under section 109 of the 2008 education act.**

Annex 1:

**NORMANTON HOUSE SCHOOL COMPLAINTS PROCEDURE**

FOR TRUSTEES MEETING - DATE:

MONITORING DATA

<u>CATEGORY</u>	<u>INFORMAL</u>		<u>FORMAL</u>	
	<u>Date</u>	<u>Outcome</u>	<u>Date</u>	<u>Outcome</u>
Curriculum.				
Staff employed in School.				
Policies and Procedures.				
Health and Safety.				
Pupils.				

**Policy History & Review dates and changes**

<b>Review date</b>	<b>By whom</b>	<b>Summary of changes made</b>	<b>Date implemented</b>
September 2018	Hufsa Hamid	No changes necessary	
August 2017	Nazia Iqbal	No changes necessary	
December 2015	Najma Razaq	Cross Reference added to policy at the bottom	December 2015
April 2016	NZ	No changes necessary	
August 2017	Nazya Khan	No changes necessary	
November 2019	Asma Ahmed	No changes necessary	
September 2023	Asma Piracha	No changes necessary	