



Complaints Policy

Policy

Two Boats School welcomes and actively seeks feedback regarding our provision. A fair and accessible process for receiving, investigating, resolving and learning from complaints is therefore essential. Our parents and the whole school community need to know that there is a way of ensuring that concerns can be addressed and wrongs can be put right. We take all concerns and complaints seriously and will work hard not just to ensure that the immediate matter of concern is resolved, but also that where we have failed in some way, we learn from the process and make sure we do better in future.

General Principles

This policy is intended to guide parents and other stakeholders on how to raise a concern or complaint relating to Two Boats School, or the services that it provides, and how they can expect it to be addressed.

To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible.

An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.

The Procedure

STAGE ONE: Informal Resolution

It is normally appropriate to communicate directly with the member of staff concerned, this may be by email, letter, telephone or in person by appointment, requested via the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most matters will be resolved at this informal stage, either with the member of staff concerned, or with one of the Senior Teachers. Staff are required to respond to messages from parents within three working days.

In the case of serious concerns it may be appropriate to address them directly to the Headteacher (or to the Administrator, if the complaint is about the Headteacher).

STAGE TWO: Formal Written Complaint

If a concern or complaint is not resolved at the informal stage to the complainant's satisfaction, he or she may choose to put the complaint in writing and pass it to the Headteacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Headteacher, the complaint should be passed to the Administrator, who will appoint an officer to take responsibility for stage two.

The formal written letter of complaint should include details which might assist the investigation, such as the names of people involved, dates and times of events, and copies of relevant documents. Ideally, it should set out clearly a proposed resolution to the matter.



The Headteacher will acknowledge formal written complaints within 3 working days either with a written response, or outlining an intended course of action. This may involve invitation to a meeting to clarify concerns or further explore the possibility of an informal resolution. It is possible that the complaint will be resolved through a meeting with the Headteacher, but if not, arrangements will be made for the matter to be fully investigated. This will be concluded as soon as possible and the Headteacher will respond in writing to the complainant within a further 10 working days or explain the reasons for any further delay.

Responses to formal written complaints will set out the right to request that the outcome be reviewed by a complaints panel.

STAGE THREE: Complaints Panel

Any complainant who is not satisfied following the formal stage of this procedure may request that the outcome be reviewed by a complaints panel. Any such requests must be made in writing to the Headteacher who will then, in consultation with the Administrator, convene, within 20 working days, a panel consisting of two members of the School Governors Committee and one other person who is completely independent of the school to carry out the review. As well as reviewing the documentation, and any further investigation they consider necessary, the panel will invite the complainant, accompanied by a friend, if he or she wishes, to attend a hearing to explain their concerns and answer any questions about the handling of the complaint and its outcome.

The complaints panel will communicate its findings and recommendations in writing to the complainant, and, where relevant, the person complained about, the Administrator and the Headteacher.

Recording and Reporting

Written records will be kept of all formal complaints and responses. The Headteacher reports to the School Governors Committee and the Administrator on a termly basis the nature of any formal complaints and the school's response, and whether they were resolved at this stage or proceeded to a complaints panel hearing. These outcomes are reported in general terms as correspondence, statements and detailed records of complaints are to be kept confidential, except where disclosure is legally required.

Reviewed: September 2014

Next review: September 2016