

## Ercall Wood Technology College

### **STATEMENT OF POLICY ABOUT HOW COMPLAINTS BY PARENTS AND OTHERS WILL BE DEALT WITH**

Note: This policy statement relates to complaints other than those about the curriculum or religious worship for which a separate procedure has been established. Details of this procedure are available from school.

#### **1. What is a complaint?**

The school considers a complaint principally to be an expression of grievance or dissatisfaction received from or on behalf of a parent or member of the public regarding: -

- action taken by or on behalf of the school.
- failure by the school or its staff or contractors to respond to a reported problem.
- the standard of service(s) provided or discrimination in their delivery.
- the policies of the school.

The school follows best practice advice from the Department of Education when dealing with complaints.

#### **2. How to make a complaint**

A parent or member of the public can make their complaint in the first instance either verbally or in writing to the headteacher.

The school, if asked, will help anyone who would like assistance to set out their complaint including access to translation services where necessary.

#### **3. How are complaints dealt with?**

It is hoped that the majority of complaints can be resolved informally either by raising them verbally, in person or on the telephone, or by putting them in writing, given or sent to the school, when they can be discussed there and then or at a mutually agreed time and a satisfactory explanation given or resolution speedily implemented. The meeting should be within 5 working days of the receipt of the complaint.

#### **4. Where to go if not satisfied with the outcome?**

- (i) Complainants not satisfied with the outcome of their complaint dealt with by the headteacher, or other member of the Leadership team should write to: -

The Chair of Governors  
c/o Ercall Wood Technology College

who will arrange for the complaint to be looked into by the governing body's complaints committee. Even at this stage there is provision within the policy for the complaint to be tried to be resolved informally and the chair of governors may choose to try to do so in the first instance before formal referral to the complaints committee itself.

- (ii) Thereafter, complainants still not satisfied with the outcome who want to take the matter further, beyond the school, can write to either: -

Department for Education  
School Complaints Unit  
2<sup>nd</sup> Floor, Piccadilly Gate,  
Store Street  
Manchester  
M1 2WD

**5. What to do if the complaint is about the headteacher**

Complaints about the Headteacher, that the complainant cannot or does not wish to raise directly with the Headteacher, should in the first instance be sent to the chair of governors who will arrange for the matter to be dealt with as set out in 4(i) above.

**6. What to do if the complaint is about a member of the Governing Body**

Complaints about a member of the governing body should be sent to the Clerk to Governors c/o Erccall Wood Technology College.