

Churchill Community College

Policy

Complaints

This policy came into effect on:	September 2024		
This policy was agreed by:	Full Governing Body		
Date of next review:	Academic Year 2025/2026		
Is this a statutory policy?	Yes	Lead member of staff:	MLA
To be uploaded to college website:	Yes	Date Uploaded:	Sept 2024

Purpose & Objectives	<p>This policy sets out Churchill Community College's aims to resolve all concerns and complaints at the earliest possible stage and is dedicated to continuing to provide the highest quality of education possible. We welcome feedback on how we are doing and where concerns do arise, we will take these seriously and aim to resolve these informally at the earliest Opportunity.</p> <p>However, it is recognised there will be occasions where informal resolution is not successful. In such cases, the Complaints Policy has been created to deal with any formal complaint against a member of staff or the school as a whole, relating to any aspects of the school or the provision of facilities or services.</p> <p>Any person, including a member of the public, is able to raise a concern or make a complaint about the provision of facilities or services that the school provides. This policy outlines the complaints procedure. The Head of School will be the first point of contact when following the complaints procedure.</p>
Scope	<p>This policy applies to all staff and students and is of relevance to all students, parents and staff.</p>
Definitions	<ul style="list-style-type: none"> ● That any concern or complaint is resolved at the earliest stage. ● The procedure aims to reassure parents and others with an interest in the school that we aim to deal with all complaints fairly and impartially. ● Where possible concerns will be dealt with informally in order to reach a speedy and satisfactory resolution.
Links to other policies	<ul style="list-style-type: none"> ● Data Protection (GDPR) Policy
Legal framework	<p>This policy has due regard to statutory legislation, including, but not limited to, the following:</p> <ul style="list-style-type: none"> ● The Education Act 2002 ● The Data Protection Act 1998 ● The Freedom of Information Act 2000 ● The Immigration Act 2016 ● The Equality Act 2010 ● The General Data Protection Regulation (GDPR) ● The Education (Pupil Information) (England) Regulations 2005 ● The School Information (England) (Amendment) Regulations 2016 <p>This policy also has due regard to guidance including, but not limited to, the following:</p> <ul style="list-style-type: none"> ● DfE 'Best Practice Advice for School Complaints Procedures 2016' <p>2016</p>

Main Policy

1. Context

1.1. It is recognised there will be occasions where informal resolution is not successful. In these instances, a formal complaint should be made in writing to the appropriate person in school.

1.2. Where the complaint is against a member of staff, the complaint should be addressed to the Headteacher. Where the complaint is against the Headteacher, the complaint should be addressed to the Chair of the Governing Body.

2. Complaints not covered by this procedure

2.1. Complaints regarding the following topics should be directed to the LA:

- Statutory assessments of SEND
- School reorganisation proposals
- Matters which may require a child protection investigation
- Admissions to schools

2.2. Admissions and exclusions

Complaints concerning admissions will be directed to the appropriate admissions authority. Complaints about children being excluded from the school should be dealt with by following the process explained at: <https://www.gov.uk/school-discipline-exclusions/exclusions>

2.3. Whistleblowing

The school has an internal whistleblowing procedure for all employees and voluntary staff. Complaints about this procedure should not be addressed using this complaints procedure. These concerns can be directed to Ofsted by DISCORD.

2.4. Staff

Staff grievances and disciplinary procedures will be dealt with using the school's internal grievance procedure. In these cases, complainants will not be informed of the outcome of any investigations.

2.5. Serial and persistent complainants

The school will act in a manner they believe to be appropriate when dealing with an individual who consistently makes the same complaints or who continuously asks the school to reconsider their position.

2.6. Safeguarding

Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH) via the Front Door on 0345 2000 109.

2.7 Third Party services

This complaints procedure is not to be used when addressing any complaints made about services provided by a third party who may use the school premises or facilities. All complaints concerning this should be directed to the service provider