



# HYLAND HOUSE SCHOOL

## COMPLAINTS POLICY

**Ratified by governors Sep 2023**

**Review date: Sep 2024**

## Complaints Policy

### Introduction

Hyland House School values the good relations it enjoys with parents, pupils and the community. These good relations are based on mutual respect and a willingness to listen to others' points of view. The purpose of this procedure is to provide a structured opportunity to express and resolve concerns and thus to improve the provision for pupils.

**Rationale:** At Hyland House School we aim to ensure all parent queries and concerns are dealt with as quickly and effectively as possible. This policy applies to all complaints raised other than those relating to admissions and exclusions, which have their own procedures.

### Initial Concerns

Problems and concerns are dealt with as far as possible at the first point of contact, as promptly as possible and in an informal way. At Hyland House School the order of raising a concern or query with regard to your child is to speak to the class teacher first. If the class teacher is unable to resolve the concern, then it may be passed onto a member of the school's senior leadership team for investigation.

### Formal Complaints

If a concern has not been satisfactorily resolved informally, then parents should put this into writing to the Headteacher who will investigate and provide a written response. If following this, the complainant is still not satisfied then the complaint should be raised with the BUC (British Union Conference) Education Director who will respond accordingly in writing after investigating the concern. If the BUC Education Director deems it appropriate, she may ask for the complaint to be heard by the governing body complaints panel. This only happens in exceptional circumstances if it is clear that a complaint cannot be satisfactorily resolved otherwise.

### Complaints Panel

Copies of all the relevant documentation will be provided to the panel at least 5 days in advance of the agreed date for the hearing. All parties involved may be accompanied by a representative or friend and may call witnesses. A hearing is not a court case and should be conducted in an informal way enabling all parties to feel comfortable and present their case. The panel will ask all parties to present their case and may ask questions. Following on from the hearing the panel will withdraw to make a decision on the findings and make recommendations of how to move forward. These will be put in writing and copied to all parties involved. If a complaint is to be investigated by a panel of governors the whole procedure should be undertaken within 40 days to ensure swift resolution.

## Complaints Coordinator

The school has a nominated complaints coordinator, who is Sherie Jackson, clerk to the governors. She will keep a complaints log and also ensure any complaints brought to the school's attention are directed to the appropriate person for resolution.

## The complaints process

- If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience, most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.
- Where parents or carers feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- Should any parents or carers have a complaint about the Headteacher, they should first make an informal approach the BUC Education Director, who is obliged to investigate it. The BUC Education Director will do all she can to resolve the issue through a dialogue with the school, but if parents or carers are unhappy with the outcome, they can make a formal complaint, as outlined below.
- Only if an informal complaint is not resolved, should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The parent should send this written complaint to the chair of governors.
- **The governing body must consider all written complaints within three weeks of receipt.** It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. **The school gives the complainant at least five days' notice of the meeting.**
- After hearing all the evidence, the governors will consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.
- If the complaint is not resolved, a parent may make provision for a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least 3 people who were not directly involved in the complaint.
- One panel member should be independent of the management and running of the school.
- The parent may be accompanied at the panel hearing if they wish.
- The panel is to make findings and recommendations and a copy of those findings and recommendations is provided to the complainant and where relevant, the person complained about. This should remain available for inspection on the school premises by the proprietor and the headteacher.

- A written record is kept of all complaints that are made whether they are resolved following a formal procedure, or if they proceed to a panel hearing.
- A record is kept of any action taken by the school as a result of those complaints (regardless of whether they are upheld).
- All correspondents' statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or an inspecting body under section 109 of the 2008 Act requests access to them.

If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education and Skills and to Ofsted.

**Ofsted contact:**

**To contact by email**

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**To call:**

**0300 123 4234** about education or adult skills

**0300 123 4666** if you want to make a complaint or have a concern about any service Ofsted inspects or regulates (8.00am to 6.00pm)

**0300 123 1231** about children's services or any other aspect of our work

**0161 618 8524** for textphone/Minicom users

**0300 123 3155** is the number for our whistle blowers hotline currently being piloted. However before you call please read the whistle blowers page.

- These helplines are available from 8.00am to 6.45pm, Monday to Friday.

**To write to us**

- Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

**Monitoring and review**

- The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all complaints received by the school, and records how they were resolved. Governors examine this log on a termly basis.

**Child Protection Complaints**

- Any complaints regarding safeguarding and child protection issues are handed over to the Designated Safeguarding Lead and dealt with in line with our Safeguarding & Child Protection policies. All records of complaints and actions taken are kept for at least 3 years.

**Advice to parents**

**Introduction**

Often parents and other members of the public would like Hyland House School to know their views. Sometimes there are meetings when this is possible. On other occasions a personal comment is more appropriate. Communication, written or spoken, is valued as part of the partnership between home and

school. Co-operation between parents, staff and governors leads to a shared sense of purpose and a good atmosphere at Hyland House.

### **Should I pay a compliment?**

Certainly, we at Hyland House School are always pleased to learn things have gone well and compliments are appreciated.

### **Should I tell them my concerns?**

Definitely, all members of staff want to know as soon as possible if something concerns you or your child. They can then investigate and give you a response. If need be, they can also take steps to remedy a situation. Misunderstandings can be cleared up. An apology can be given if something is found to be wrong. Everyone benefits from the speedy resolution of difficulties and from suggestions for improvement.

### **Should I complain?**

Yes - if you believe that something is seriously wrong. Your view can then be considered and an investigation can establish whether there is something wrong which needs to be corrected. Our response will be based on the governors' agreed policy and will seek to be fair to all concerned. Writing down your complaint helps to clarify exactly what you are complaining about.

### **Whom do I contact?**

That depends on the particular situation. Often the teacher is able to deal with the matter. More serious problems will require a senior member of staff or the Headteacher. Mutual courtesy is to be expected and ensures that things go smoothly. There should always be discussion in the hope of solving difficulties informally. Most problems are solved in this way.

A complaint about the Headteacher goes to the BUC Education Director. Certain specific complaints (eg about admissions) are dealt with separately.

### **What if the matter is still unresolved?**

It will be necessary to write to Hyland House School to inform them about this. In response, the school may invite you to a meeting to talk together about it. The school may arrange for a suitable mediator to be present. After trying all other ways, you may decide to make a formal complaint to the Governing Body.

### **What is a complaint?**

It is an expression of serious dissatisfaction. This could be about an event which has happened, failed to happen, or the way in which something was handled. Fuller information about Hyland House complaints procedure is detailed in this policy.

### **Who will deal with my complaint?**

At first, school staff will respond, and others may help. If you proceed further with your complaint, the BUC Education Director will deal with your complaint. If necessary, a committee of governors (not

previously involved with the case) will listen carefully to both sides before reaching an independent decision.

### **How do I make a formal complaint to the Governing Body?**

You submit a copy of your complaint in writing to the clerk of governors, including a request for a formal hearing. You cannot introduce new or different complaints at this stage. You will receive an acknowledgement within five school days. A meeting will follow, with all the relevant paperwork having been circulated at least five school days in advance to everyone involved. You (accompanied by a friend if you wish) and the Headteacher (also accompanied by a friend or professional representative) will be invited to speak to the committee and to ask and answer questions. The committee normally allows witnesses to attend part of the meeting. The Governing Body may decide not to consider a complaint about something which occurred more than six months previously.

### **What happens next**

You will be informed in writing of the committee's decision. If you are not happy with this decision you can ask for an independent panel to look at all the paperwork involved to see if the decision reached was fair.

### **Remember**

This whole process exists so that your views and the views of others can be heard. You have rights. Pupils have rights. Staff and governors have rights. The aim is that the complaint should be properly and fairly dealt with.

Communications with Hyland House School are frequent and are welcome. The later stages of the complaint's procedure are used rarely, but remain part of the process. Services are improved by a positive response to compliments, concerns and complaints.

This policy will be reviewed every two years, or before if necessary.



## COMPLAINTS FORM

Please completed and return this form to the headteacher who will acknowledge receipt and explain what action will be taken.	
Your name	
Pupil's name	
Your relationship to the pupil	
Contact details	
Please give details of your complaint	
What actions, if any, have you taken to try and resolve your complaint	
What actions do you feel might resolve the problem?	
What paperwork, if any, is attached	
Signature	
Date	
<b>For office use:</b>	
Date acknowledgement sent	
Name of person who sent acknowledgement	
Complaint referred to	
Date complaint referred	