



Akrotiri School

Complaints Policy

Dated 17th February 2017

Review 2018

AKROTIRI SCHOOL COMPLAINTS PROCEDURE – INFORMATION FOR PARENTS

If you have comments or concerns, please tell us. We welcome suggestions for improving what we do. If you want to make a complaint, this Annex summarises what you need to do. You can get a copy of the full procedure and a Complaints Form from the school office. These can also be found on the individual school's website. There are three stages in the complaints procedure.

Informal stage

Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher, or, in secondary schools, the relevant subject teacher. The teacher will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their actions to you. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case they will come round to your point of view, but it will help both you and the school to understand both sides of the issue. It may also help to prevent a similar problem arising again.

Remember that teachers will mostly be in the classroom during the day, but you can leave messages with the school office and the teacher will get back to you.

Formal stage

If you are not satisfied with the response and want to take the matter further, you should put your complaint in writing and forward it to the head teacher. You should include as much information as possible, e.g. dates and witnesses. This will help the head teacher to investigate your complaint.

The head teacher will decide whether it is necessary to meet you to find out more about the complaint.

When the complaint has been investigated fully, the head teacher will write to you and let you know his/her decision. If the head teacher agrees with your complaint, s/he will let you know what the school will do about it.

Appeal stage

If your complaint is not upheld by the head teacher, you have the right of appeal to a sub-committee of the School Governance Committee (SGC). If you decide to appeal, you should put your complaint in writing to the chair of the School Governance Committee (SGC). You can get the chair's name and address from the school office. You will be invited to attend and speak to the sub-committee. Annex C of this DCYP Policy Directive explains what will happen at this meeting.

Complaints against the head teacher

As with complaints against teachers, there are three stages in the procedure. If you have a complaint about what the head teacher has done or not done, the first stage is to raise it directly with the head teacher. If you remain dissatisfied, the second stage is to put your complaint in writing to the chair of the School Governance Committee (SGC).

The complaint will then be considered by a sub-committee of the SGC. If your complaint is not upheld, the third stage is to appeal to the Senior Principal MOD Schools. If you decide

to appeal, you should put your complaint in writing and send it to the Senior Principal MOD Schools, DCYP, Trenchard Lines, Upavon, Wiltshire, SN9 6BE.

Special types of complaint

There are different procedures for some special types of complaint, details of which can be found in the MOD Schools Complaints Procedure document. These include complaints about the curriculum, collective worship and religious education, about statements and assessments of special educational needs and about exclusions from school.

Timetable for dealing with complaints

Complaints should be dealt with in the following periods:

Informal stage 15 school days

Formal stage 15 school days

Appeal stage 20 school days

Complaints from pupils

Pupils also have a right to make a complaint. Each school should have its own procedure for dealing with complaints from pupils, and make this known to them in language that they will understand.

Complaints against DCYP MOD Schools' staff

If you have a complaint about the actions of, or a decision made by, a member of DCYP MOD Schools' staff, the first step is to raise the matter informally with the person concerned. If you remain dissatisfied, you should put your complaint in writing and send it to the Director of Children & Young People, DCYP, Trenchard Lines, Upavon, Wiltshire, SN9 6BE.

Compliments

It is helpful to know when things go well. If you wish to compliment a member of staff, please write to the head teacher of your child's school or, in the case of a member of DCYP MOD Schools' staff, to the Senior Principal MOD Schools.

COMPLAINTS FORM

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Telephone number:

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint? Who did you speak to and what was the response?

What action(s) would resolve your complaint?

Are you enclosing any paperwork? If so, please give details.

Signature:

Date:

For complaints about actions of a member of staff other than the head teacher, send or give this form to the head teacher.

For complaints about actions of the head teacher, send this form to the Chair of the School Governance Committee.