

Tring School Complaints and Conciliation Procedures

It is in everyone's interest that complaints are resolved at the earliest possible stage and we will always aim to work with parents to ensure this is the case.

Informal Stage

Raise your concerns with a member of staff. They will try to resolve your concern quickly and effectively.

If you remain dissatisfied your complaint can be referred to the Chair of Governors and Headteacher using the proforma provided.

Stage One

The Chair of Governors and Headteacher will acknowledge your written complaint with 5 school days.

The Chair of Governors and Headteacher will ask a member of the Leadership Team to collate the information relating to your complaint.

The Chair of Governors and Headteacher will make any judgements concerning the complaint and feedback to you.

Your complaint will be responded to within 28 school days.

Stage Two

If your complaint is not resolved you will need to write to the Chair of Governors.

The Chair will acknowledge your complaint within 5 school days and convene a Governors complaints panel hearing within 10 days.

Your complaint should be responded to within 10 school days following the hearing.

For the vast majority of complaints the procedure ends with the Governing Body. You do not have fourth stage of complaint to the Local Authority. Only in cases where your complaint is about the way the school is providing for your child's Statement of Special Educational Needs, the National Curriculum or about Collective Worship will the Local Authority take up the complaint.

You should write to the Head of the Customer Focus Team, County Hall, Pegs Lane, Hertford SG13 8DF

Tring School Complaints and Conciliation Policy

It is in everyone's interest that complaints are resolved at the earliest possible stage. In the first instance concerns should be raised immediately with the appropriate staff member.

Informal Stage: Complaint Heard by Staff Member

Raise your concern with an appropriate member of staff – Subject teacher, Tutor or Head of Year/House. This can be done in person, by phone or in writing. We would always aim to work with you to resolve your concerns at this stage and achieve an outcome which ensures all parties feel satisfied that all the concerns have been addressed.

The details of your complaint will be logged with the Complaints Administrator.

Stage One: Complaint Heard by Chair of Governors/Headteacher

If your complaint cannot be resolved at the informal stage you should refer it to the Chair of Governors and Headteacher, using the proforma provided, who will:

- Ask a member of the Leadership Team to conduct an investigation and feedback in writing to them within 10 school days
- The member of Leadership Team will seek to clarify the specific aspects of the complaint and will be expected to investigate these. The investigation will normally involve
 1. interviewing the member of staff who dealt with the complaint in the first instance
 2. interviewing the student
 3. seek information from other appropriate people
 4. contact the complainant to determine their desired outcome

On receiving the feedback the Chair of Governors and Headteacher will take appropriate action if necessary in school.

The outcomes of the investigation and the and Headteacher's actions will be feedback to the complainant, where possible in person within 28 days of the complaint being received. A written report will be provided.

Stage Two: Complaint Heard by Governing Body

The claimant needs to write to the Chair of Governors giving details of the complaint and what aspect they feel the school has not resolved at Stage One.

A nominated governor, will convene a GB complaints panel.

The governors appeal hearing is the last school-based stage of the complaints process, and is not convened to merely rubber stamp previous decisions.

The GB will nominate a number of members with delegated powers to hear complaints at this stage and set out its terms of reference.

The panel can

- dismiss the complaint in whole or in part
- uphold the complaint in whole or in part
- decide on the appropriate action to be taken to resolve the complaint
- recommend changes to the school systems or procedures to ensure that problems of a similar nature do not recur.

The Role of the Chair of the Panel

The Chair of the panel is a key role, ensuring that

- the remit of the panel is explained to the parties and each party has the opportunity of putting their case without undue interruption
- the issues are addressed
- key findings of fact are made
- parents and others who may not be used to speaking at such a hearing are put at ease
- the hearing is conducted in an informal manner with each party treating the other with respect and courtesy
- the panel is open minded and acting independently
- no member of the panel has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- each side is given the opportunity to state their case and ask questions
- written material is seen by all parties
- if new issues arise the chair will determine how/whether this will be used in the hearing. If it is to be considered all parties must have the opportunity to consider and comment on it.

The format of the hearing

Stage A Introductions of everyone present and clarification of the conduct of the hearing. Panel Chair checks that everyone has copy of this format.

Stage B Parent present complaint highlighting points made in their written complaint and other documentation. Panel may question parent to clarify the points they make.

Stage C Headteacher (or member of the Leadership Team) presents the facts as they perceive them – highlighting points made in the written response and other documentation. Panel may question Headteacher/LT Member to clarify the points they make.

Stage D Parents summarise their case highlighting evidence including anything which has emerged in the questioning.

Stage E Headteacher/LT member summarise the case for the school highlighting evidence including anything which has emerged in the questioning.

Close Panel Chair thanks parents and School for attending and gives an indication and when they can expect to hear the outcome.

Parents and school representatives leave the room together. Panel considers all the evidence and comes to its conclusion.

The panel will be convened within 10 days of receiving the written complaint. The outcome of the panel hearing will be communicated to all parties within 10 days.

Tring School

November 2008

Minor amendments December 2009

Formal Complaint Form

Name

Address

Postcode

Email address

Telephone No.	Day	<input type="text"/>
	Evening	<input type="text"/>
	Mobile	<input type="text"/>

What is it you want to complain about?

Have you complained to the Headteacher?	YES	NO
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When did you do this?	Date:
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What happened when you complained to the Headteacher?

What would you like us to do to put things right?

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Signed	
Date	

Please return this form to the Chair of the Governing Body