Pelsall Village School
Every Child Every Chance Every Day

Complaints Procedure 2024

1. Introduction

1.1. Pelsall Village School aims to deal quickly and effectively with any concerns about the service provided by the school. Where there is a concern about some aspect of the school's service, this should normally be raised in the first instance, with the person concerned.

1.2. This procedure should not be used for internal complaints, for example for issues covered by grievance and discipline procedures.

2. Formal Complaints

2.1. Pelsall Village School operates a 2-stage complaints procedure.

Stage 1

2.2. Any complaint not resolved by the informal mechanism set out in 1.0 should be referred to the Headteacher (unless the Headteacher is the subject of the complaint.)

2.3. The Headteacher will seek to:

- establish **what** has happened so far, and **who** has been involved;
- clarify the nature of the complaint and what remains unresolved;
- meet with the complainant or contact them (if unsure or further information is necessary);
- clarify what the complainant feels would put things right;
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- conduct the interview with an open mind and be prepared to persist in the questioning;

- keep notes of the interview.

2.4. The School will endeavour to respond to complaints made at Stage 1 within 2 weeks. However, this will depend upon the complexity of the issue complained of. If the matter will take longer to investigate and resolve, the Headteacher will discuss this with the complainant and seek to agree appropriate timescales.

2.5. The response to the complaint may include one or more of the following:
- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better
  (this should not be construed as an admission of negligence);
- an assurance that the event complained of will not recur;
- an explanation of the steps that have been taken to ensure that it will not
  happen again.

Stage 2

2.6. The complainant may be dissatisfied with the outcome of Stage 1 or may have a complaint about the Headteacher. These complaints will be dealt with by the Governors' Complaints Panel under Stage 2 of this Procedure.

2.7. The Complaints Panel will normally determine a complaint within 3 weeks. A complaint under Stage 2 of this Procedure should be made in writing to the Clerk to the Governing Body.

2.8. The Governors' Complaints Panel will consist of three governors and will not normally include the Chair, or any governor who has been involved at a previous stage in dealing with the complaint.

2.9. The Terms of Reference of the Governors' Complaints Panel will be:
- to hear and determine individual complaints or appeals;
- to make recommendations on school policy as a result of complaints;
- to review the operation of the School Complaints Procedure.

2.10. The Complaints Panel will aim to resolve the complaint and will be held in private. The tone of the proceedings will be as informal as possible. The Panel may arrange its proceedings as it sees fit in the context of the complaint. For example, it may wish to hear directly from the complainant and from the school regarding the complaint.

2.11. The Panel can:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide upon appropriate action to resolve the complaint;
- recommend any changes to school systems to avoid a recurrence of the complaint.

2.12. The Clerk to the Governors will write to the complainant to report the outcome of the complaint.

Signed: …….. *(Chair of the Governing Body)*

Dated: ……..