

Complaints Procedure

Name of School: **Queen Elizabeth Grammar School Penrith**

Date School adopted policy:

Signature of Chair of Governors:

A handwritten signature in black ink, appearing to read "J. B. Foster".

Queen Elizabeth Grammar School Penrith

Complaints Procedure

- (1) If parents become concerned in any way about their child's education, it is important that they inform the school. As a first step they should discuss concerns with their child's subject teacher, form tutor or Head of Year.
- (2) If still concerned after talking with the teacher or Head of Year, a meeting can be arranged with Assistant Head, Mr Martin (for pastoral issues) or Deputy Head, Dr Mawson (for curriculum issues). The Deputy Head/Assistant Head will listen carefully to the concerns expressed by the parent and may need time to investigate the situation further. If further investigation is required, another meeting or telephone conversation will take place when the Deputy Head/Assistant Head will agree a way forward to resolve the concern. There will always be an emphasis on pupil, parent and school staff working in partnership to resolve difficulties.
- (3) Should the parents be dissatisfied about the way in which the matter has been handled or how it has been resolved they should write formally to the Headmaster who will give the matter further consideration and respond in writing within five school working days*.
- (4) Should the parents continue to be dissatisfied, they should write to the Chair of Governors with a copy to the Headmaster. The Chair of Governors will carry out his/her own investigation and respond in writing within fifteen school working days*. The Chair of Governors can be contacted via the Clerk to Governors clerk@qegs.cumbria.sch.uk.
- (5) Should the parents continue to be dissatisfied the parents can request a meeting with a panel of governors to consider the complaint. A complaint would not be heard by the full governing body but by a panel which would consist of three governors. A meeting would be called within fifteen school working days* of the completion of stage (4) above. The parents would present their case to the panel and could be asked questions by the panel members or the Headmaster. The Headmaster, or his representative, would present the school's case and could be asked questions by the parents or panel. The meeting would end with the parents and Headmaster given the opportunity to sum up their respective cases. The panel would make its response in writing within five school working days*.
- (6) If the parents remain dissatisfied and they believe that the governing body is acting unreasonably or is failing to carry out its statutory duties properly, once the above procedures have been followed, they can write to the Secretary of State for Education.
- (7) Anonymous complaints can be difficult to investigate because often more information is required to effectively address the problem so we encourage parents and pupils to enter into an open and honest dialogue with us. We are happy to meet with parents, pupils and members of our community who have concerns about any aspects of school life.
- (8) **Unreasonably persistent, abusive or harassing complainants and vexatious complainants**

The school expects anyone who wishes to raise problems with the school to:

- treat all staff with courtesy and respect;
- respect the needs of pupils and staff within the school;
- recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond to a concern;

Whilst we recognise that some concerns may relate to serious and distressing incidents, we will not accept threatening or harassing behaviour, and will take steps supported by legal action as appropriate to ensure that the school can continue its work safely and securely.

(9) Should the Clerk to the Governors receive a request for advice on how to pursue a formal complaint the parent would be sent a copy of Queen Elizabeth Grammar School Complaints Procedure and any relevant school policy. Complaints relating to the following categories have their own statutory procedures:

- Child Protection
- Admissions Appeals
- Exclusion Appeals
- Curriculum, Collective Worship and RE
- Special Educational Needs Tribunals
- Criminal Offences
- Health and Safety

Related policies for Staff employed by the school

Capability Procedures

Disciplinary Procedures

Grievance Procedures

Performance Management Policy.

** School working days = school term time working days only (this means school holidays and weekends do not count).*