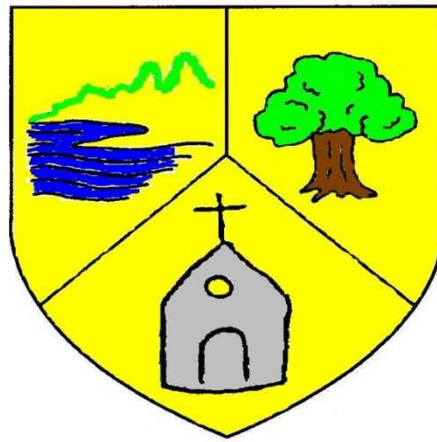


Ysgol Llanddulas



Complaints Procedure Policy 2022-25

Statement

- The Governing Body will have regard to Welsh Government guidance in relation to complaint procedures

Principles

- Fairness to all parties and applied consistently
- Quick and effective resolution
- Meet timescales recommended by the guidance
- Thorough investigation
- Confidentiality
- Appropriate support for pupils making complaints
- All parties kept informed throughout process
- Treat anonymous complaints in the same way as any other if it involves an allegation of criminal matter or child protection. (all others at the discretion of the HT or Chair of Complaints Committee)
- Any withdrawal of complaint to be acknowledged by letter and recorded
- Clear roles and responsibilities for those involved
- All complaints to be recorded and retained for 3 years
- The GB to receive twice yearly reports summarising key trends and issues on complaints.

Most questions that parents and young people may have about the running of the school will be answered in the information that school routinely provides. The school welcomes the raising of any questions or concerns which go beyond these matters.

An outline of these procedures will be acknowledged in the school prospectus and in the annual report to parents. A copy will be made available to all involved with the school and to all those who request a copy.

School staff and members of the GB will be reminded annually about their roles and responsibilities in responding to complaints.

The school recognises that lessons can be learnt and procedures improved as a result of individual complaint cases and the monitoring of long term trends.

Any third party using the school premises or offering activities and services will be asked to have their own complaints procedures in place.

The Governing Body Complaints Committee

The GB has established a Complaints Committee and an Appeals Committee to deal with complaints.

The members of the committee are:

Staff Discipline Committee

Ms W Williams, Miss R Colton, Mr A Leonard

Pupil Discipline Committee

Miss R Colton, Mrs A Griffiths, Mrs H Scarlet, Mr G. Kirkham, Mrs Ansell, Mr Leonard

Staff Appeals Committee

Mrs S Livingstone, Mr K Eeles, Mrs H Scarlett, Mr M Stewart

Pupil Appeals Committee

Mrs S Livingstone, Rev J Brown, Mr K Eeles, Dr H Lloyd

Complaints Committee

Drawn from all non-staff governors as appropriate.

Specific members dependent on particular circumstances of complaint (to maintain impartiality)

Roles and Responsibilities of all those involved:

Staff:

On receipt of a complaint staff will discuss the content with either the HT or the DHT. If appropriate the staff member will respond to the complainant within the recommended timescales.

The Deputy or Head Teacher

The HT/DHT will ensure all staff are aware of their roles and responsibilities within the complaints procedure. The D/HT will take appropriate steps to resolve complaints at stages 1 and 2. The D/HT will record all complaints and present appropriate reports and recommendations to the GB.

The Governing Body (GB)

The GB has the statutory and ultimate responsibility for hearing complaints, adjudicating and deciding on an action to be taken.

The LA (Local Authority)/Diocesan Authority

The LA and DA do not have a statutory role in resolving complaints about schools – the statutory responsibility rests with the GB. The GB may ask for assistance to investigate a complaint; advice on handling; or advice on the response. The Welsh Government is of the view that complainants may contact the LA/DA after stage 3 is complete for the purpose of reviewing the procedure used to reach a decision – not to review the decision itself or to act as an appeal mechanism.

The Welsh Government (WG)

If the complainant is dissatisfied about the procedures used by the GB to address a complaint s/he can ask the WG to consider its actions. The WG will not normally investigate an issue until the complainant has first pursued it under the school's published procedures.

The Procedures of Dealing with Complaints

Stage 1 –

The complaint may be made in writing or verbally. The complaint may be made to any member of staff or the D/HT. A member of staff receiving the complaint will notify the D/HT. The D/HT will ensure that every effort is made to resolve the complaint at this stage.

Stage 2 –

At stage 2 it is good practice to receive the complaint in writing so that the substance of the matter is clear. On receipt the D/HT will acknowledge the complaint in writing. The complaint will be investigated and the result will be conveyed in writing to the complainant.

Stage 3 –

If the complainant is not satisfied with the outcome of the consideration by the D/HT, the GB may consider the matter. The complaint will be heard by the GB Complaints Committee (and the Appeals Committee if appropriate) according to the procedures outlined in WG guidance.

Stage 4 –

The GB or complainant may contact the LA/DA after completion of stage 3 for the purpose of reviewing the procedure used to reach a decision. The LA cannot legally review the decision itself or act as an appeal mechanism.

Timescales for dealing with complaints

The GB will strive to follow the recommended timescales outlined in the WG guidance.

- Stage 1 – response within 10 school days
- Stage 2 – response within 10 school days
- Stage 3 – response within 15 school days
- The LA/DA will strive to undertake Stage 4 response within 10 school days

Recording and monitoring complaints

The GB will record and monitor all complaints according to the processes described within the guidance. The records will be kept for 3 school years.

Implementing action arising from the resolution of complaints or from monitoring trends.

The GB recognises that lesson can be learnt and procedures improved as a result of individual complaint cases and the monitoring of long term trends. The GB will receive twice yearly reports summarising key trends and issues on complaints. Any action/s taken as a result of the analysis of complaints will be identified in the annual report to parents.

Date Policy Agreed.....

Signed Chair of Governing Body.....