



Complaints Policy

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Staff resp. for review:	ACP

Norbury Manor Business and Enterprise College

Complaints Policy

Introduction

There may be an occasion when you need to tell us that something has gone wrong.

If you have a serious concern about the safety or welfare of your child or another student it should be dealt with under our child protection procedures; in such circumstances, please contact Ms Evans (Designated Safeguarding Lead), Mrs Scarsbrook (Deputy Designated Safeguarding Lead) or Mrs Compton (Headteacher).

You should report any serious concerns about the behaviour of a staff member directly to the Headteacher; examples of serious concerns include those involving violence, anything of a sexual nature or persistent bullying or humiliation.

All other complaints, including those that may point to poor practice by a member of staff, will be dealt with using the following Complaints Procedure. There are two sections to this procedure: the Informal Complaints Procedure and the Formal Complaints Procedure.

Section A – Informal Complaints Procedure

Most concerns can be dealt with by liaising with your child's form tutor or other appropriate member of college staff such as the relevant head of year or head of faculty. Please call the college to arrange to speak to the relevant member of staff (if you are not sure who this would be please seek advice from the receptionist who answers your call). Calls will be acknowledged by the next working day. Please make sure you outline your concern fully to ensure that the college has an opportunity to address the issue and, if necessary, put it right. In the event that you feel this Informal Complaints Procedure has not resolved the matter you should then use our Formal Complaints Procedure.

Section B – Formal Complaints Procedure

The college takes complaints very seriously and has a three-stage Formal Complaints Procedure to ensure they are handled properly. You must ensure that the process outlined below is followed and each stage exhausted before moving to the next.

Stage 1

You should put your complaint in writing to the Headteacher. Complaints must be made within three months of the event. Complaints after this period will not be considered. Within two working days of receipt of your complaint, the Headteacher will inform you of what action will be taken to investigate your complaint, the

expected time it will take to do so and commit to providing a written response at the end of the investigation.

If no further communication is received from you within ten working days of receiving a written response from the Headteacher, the matter will be deemed to have been resolved.

Stage 2

If you still feel that the issue has not been fully investigated, or feel that the evidence suggests the Headteacher has come to an incorrect judgement, or you are unhappy with a proposed resolution, you may forward your complaint to the Chair of Governors (care of the college) within ten working days of receipt of the written response from the Headteacher.

Provided the complaint is within the remit of the governors, a complaints panel will meet within ten working days of receipt of the stage 2 complaint and you will be invited to attend. One member of the panel will be a person who is independent of the college.

The panel will listen to your complaint or your reasons for rejecting an offered resolution, as well as hearing from the Headteacher the reasons for their position at the end of stage 1 of the Formal Complaints Procedure.

Following this, the panel will either dismiss the complaint or uphold the complaint (in full or in part) and offer some resolutions. You will be given a date by which a decision will be taken and you will be notified of the panel's judgement and/or proposed resolution(s) in writing. The letter should be in your preferred language. This is the final stage of the college's Formal Complaints Procedure.

Stage 3

If you are dissatisfied with either the handling of your complaint or the outcome you have the right to refer the case to the Department for Education (DfE). Complaints relating to academies (such as Norbury Manor Business and Enterprise College for Girls) are dealt with by the Education Funding Agency (EFA).

Further details are available from:

<http://www.education.gov.uk/aboutdfe/complaintsprocedure/b00212240/making-complaintschool/how-to-complain>