



**SHELLEY COLLEGE**

# PARENTAL COMPLAINTS POLICY & PROCEDURE

ACADEMIC YEAR 2015-16

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Author:	JPM
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Approved by governors:	
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Signed:	

## Record of Alterations

- Version 1.0 Original
- Version 1.1 Minor amendments following governors' meeting
- Version 2.1 Amended to reflect role of EFA

## PARENTAL COMPLAINTS POLICY AND PROCEDURES

### POLICY

Your views are important to us and we recognise how good relationships between parents and the college are vital for the well-being of young people in our care.

If you have a complaint we want to deal with it as quickly and effectively as we can. If we have made a mistake we will try to put it right as quickly as possible and put in place steps to prevent it from reoccurring. Otherwise we will aim to resolve the dispute in a constructive manner. At all times we will put the needs of the student first.

### PROCEDURE

#### 1. Informal Contact

Many complaints or concerns can be resolved quickly and effectively through direct contact with the person concerned. There are a number of ways you can do this:

##### **A note in the planner**

Your son or daughter should show the note to the person concerned, who will respond in the same way as quickly as possible.

##### **A written message to the member of staff concerned**

A short note, explaining your complaint can be sent directly to the member of staff concerned. He/she will respond by telephone, with a short note in the planner or pass your concern to the appropriate Student Manager.

##### **Telephone**

The best person to contact by telephone is your son or daughter's Student Manager. The year offices are nearly always manned and somebody will always be available to speak to you. After taking details of your complaint, the student manager will be able to discuss the concerns with any other party and respond to you within two to three days. If it is appropriate, the Student Manager will ask the member of staff concerned to contact you directly.

##### **A face to face meeting**

Please arrange these through the Student Manager. It is much better to arrange an appointment than to come into school straight away because staff are often teaching or engaged in other tasks during the school day.



# SHELLEY COLLEGE

## 2. Formal Written Contact

If you are still not satisfied with our response, you may wish to put your concern in writing to the Student Manager. He/she will share the matter with a member of the senior leadership team and you will receive a written response within five school days. Before receiving a written response, the staff concerned will contact you by telephone and, if appropriate, arrange a meeting.

Our aim is to communicate effectively with you and correct any mistakes we may have made. Sometimes, we may disagree with the complaint and we will give you a clear explanation of our reasons.

We hope your complaint will be resolved by this stage and believe that the best outcomes for our students come when parents and college recognise that, although we may occasionally have our differences, we will continue to work together for the benefit of the young person.

## 3. Complaint to the Principal

If stages 1 and 2 have not been successful, you should contact the principal in writing. Please describe the nature of your complaint and what you would like the principal to do. Your complaint will be acknowledged but a full response may take up to 10 schools days. This is to give the principal time to investigate your concerns properly.

Following the investigation, you will receive a response in writing. You may also be invited to a meeting or contacted by telephone to discuss the matter in more detail. Please note the principal may also refer the matter to another member of staff if stages 1 and 2 have not been completed.

We hope this stage brings the matter to a satisfactory conclusion. Otherwise, there is one more stage in our internal procedure.

## 4. Complaint to the Chair of Governors

If you remain dissatisfied, you may write to the Chair of Governors at the school's address. Again, please make the nature of your complaint clear and describe the outcome you would like to achieve. He/she will then undertake one of the following:

### **Refer the complaint to the principal**

This will be done automatically if the earlier stages have not been followed, unless the complaint is about misconduct by the principal.

### **Determine whether the principal has acted correctly**

Should the Chair of Governors be satisfied that the school has followed all the procedures, acted in accordance with published policies and the facts are clear, he/she will provide a written response, describing why no further action is deemed necessary.

### **Refer the matter to a panel of governors**

# SHELLEY COLLEGE

If you are still unsatisfied, if the facts have not been fully established or procedures may not have been followed correctly, the chair will ask a small group of governors who have not been involved in the matter to consider your complaint. You will be invited to meet the panel to present your case in person.

The panel will investigate and review the handling of your complaint by the principal and decide if it was appropriate and fair. You will receive a written response within 10 working days of the hearing.

## 5. Final Options

If you believe the college has acted unfairly, you may contact the Education Funding Agency within 10 school days of receipt of the panel's letter. If the Education Funding Agency investigates your complaint, their role is only to look at the way it has been handled i.e. whether the complaints procedure has been followed correctly. They cannot investigate the original complaint. However, they may also investigate complaints related to the academy not fulfilling the stipulations described in its funding agreement with the Secretary of State for Education.

If you still unhappy you may contact Office for Standards in Education (Ofsted) or the Ombudsman.

The relevant contact details are:

Academies Central Unit (Academy  
Complaints)  
Education Funding Agency  
Earlsdon Park  
53-55 Butts Road  
Coventry CV1 3BH

Enquiries  
National Business Unit  
Ofsted  
5th, 6th and 7th Floors Piccadilly Gate  
Store Street  
Manchester M1 2WD

Local Government Ombudsman  
0300 061 0614  
[www.lgo.org.uk](http://www.lgo.org.uk)

By email to  
[academyquestions@efa.education.gov.uk](mailto:academyquestions@efa.education.gov.uk)

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

## EQUALITY IMPACT ASSESSMENT

We will monitor complaints, recording the nature of each one Particular attention will be paid to statistics relating to complaints which may relate to an equalities issue. An action plan will be produced to address any possible problem.