

**NORTHFLEET SCHOOL FOR GIRLS  
CO-OPERATIVE LEARNING TRUST**

**POLICY ON**

# **Complaints Procedure**

## **For Students and Parents**

<b>Date of Policy:</b>	<b>November 2014</b>
<b>Member of staff responsible:</b>	<b>C Norwood</b>
<b>Reviewed/Agreed by the Governors on:</b>	<b>November 2021</b>
<b>Next Review Date:</b>	<b>November 2023</b>

## **Complaints Procedure**

### **Northfleet School for Girls**

#### **Introduction**

This document sets out the school's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If you have any concerns about the school or the education provided, you are encouraged to discuss the matter first with your child's Base Leader, Engagement Support Leader (ESL) or College Leader at the earliest opportunity. The school considers any concerns very seriously and most problems can be resolved at this stage.

All other complaints are handled by the school according to the arrangements set out below.

We encourage parents to be fully involved in their child's progress through the school and believe successful education happens when school, parents and students work together.

#### **Aims and Objectives**

The school will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

#### **Our Procedure Aims to**

- be easily accessible and publicised
- be simple to use and understand
- be impartial
- be non-adversarial
- allow swift handling with established time-limits for action and keeping people informed of the progress
- ensure a full and fair investigation by an independent person where necessary
- respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation)
- address all points of issue, providing an effective response and appropriate redress, where necessary
- provide information to the school's senior leadership team so that services can be improved.

## Formal Complaints Procedure

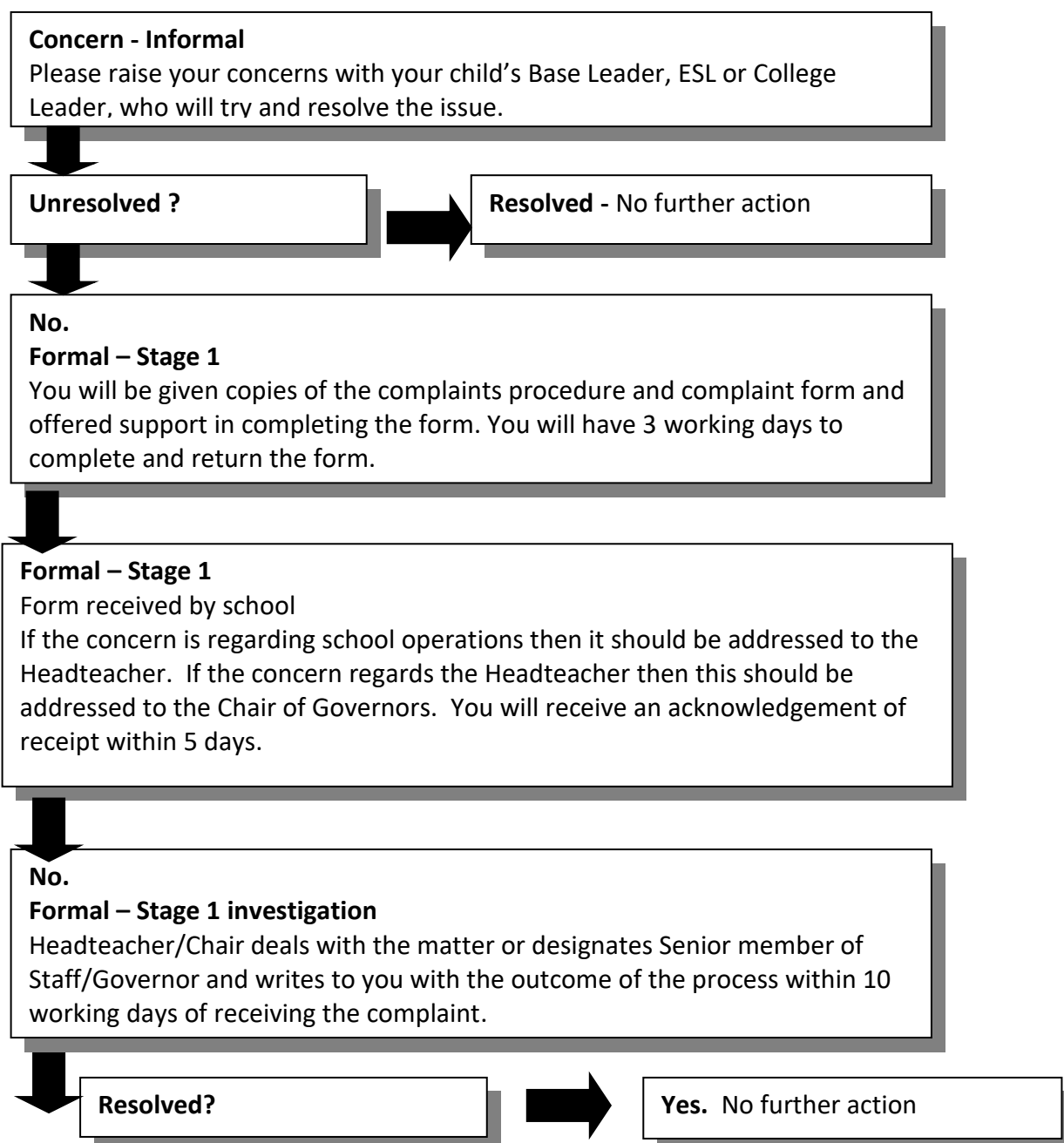
### Stage 1

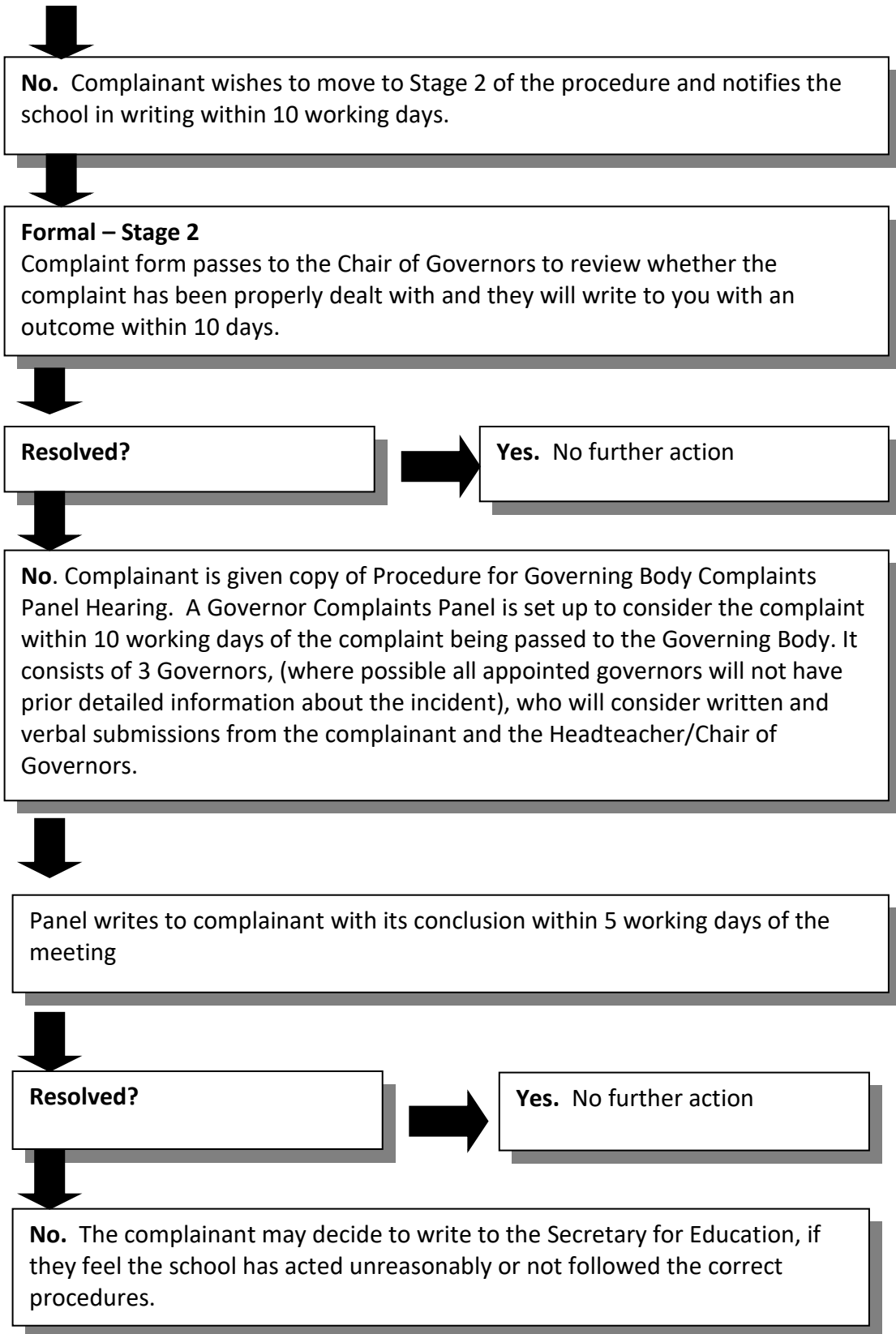
If you feel that a concern has not been addressed through informal discussion with the Base Leader, ESL or College Leader, and you wish to have the matter formally investigated, this process begins with the completion of a complaints form, which you will find included in this policy. If you would like help completing the form, the school will be happy to provide the assistance of someone unconnected with the complaint. The completed form should be returned to

- (a) The Headteacher for all issues relating to the school; or
- (b) The Chair of Governors for issues regarding the Headteacher.

The flow chart below explains the procedure from this point.

### Complaint/Concern flowchart under Headteacher's Responsibility





**No.** Complainant wishes to move to Stage 2 of the procedure and notifies the school in writing within 10 working days.

**Formal – Stage 2**

Complaint form passes to the Chair of Governors to review whether the complaint has been properly dealt with and they will write to you with an outcome within 10 days.

**Resolved?**

**Yes.** No further action

**No.** Complainant is given copy of Procedure for Governing Body Complaints Panel Hearing. A Governor Complaints Panel is set up to consider the complaint within 10 working days of the complaint being passed to the Governing Body. It consists of 3 Governors, (where possible all appointed governors will not have prior detailed information about the incident), who will consider written and verbal submissions from the complainant and the Headteacher/Chair of Governors.

Panel writes to complainant with its conclusion within 5 working days of the meeting

**Resolved?**

**Yes.** No further action

**No.** The complainant may decide to write to the Secretary for Education, if they feel the school has acted unreasonably or not followed the correct procedures.

Hall Road, Northfleet, Kent DA11 8AQ  
Tel: 01474 831020 Fax: 01474 335058  
Email: info@nsfg.org.uk

## COMPLAINT FORM

Please complete and return to the School Office, marked for the confidential attention of the Headteacher/Chair of Governors

Your Name: .....

Pupil's name: ..... Base Group: .....

Your relationship to the pupil: .....

Address : .....

.....

Daytime telephone No: .....

Evening telephone No: .....

1 Please give details of your complaint:

2 What action, if any, have you already taken to try to resolve your complaint?  
(who did you speak to and what was the response?)

3 What actions do you feel might resolve the problem at this stage?

4 Are you attaching any paperwork? If so, please give details.

Signature: ..... Date: .....

*Office use:*

Date acknowledgement sent: ..... By whom: .....

Complaint referred to: ..... Date: .....

Action taken: .....