



# Complaints Procedure

Vice Principal - Business

### Review History

Reviewed	Determined	Cycle	Review	Notes
Spr-16	Spr-16	3	Spr-19	
Spr-13	Spr-13	3	Spr-16	
Spr-10	Spr-10	3	Spr-13	
Mar-07	Jun-07	3	Spr-10	

# Coopers School

## COMPLAINTS PROCEDURE



This document has been adopted by the Governing Body of Coopers and is governed by the Education (Independent School Standards)(England) Regulations 2010.

### **KEY PRINCIPLES**

Coopers ('the School') will make every effort to provide a high quality service to students, parents and community users.

The School will consult regularly with students, parents and community users in order to improve this service.

The School welcomes compliments and suggestions to improve its work.

Where complaints are made, they will be treated seriously and considered according to a staged process.

The School will publish this process on its website, as part of its Prospectus.

The School will strive to resolve complaints fairly and promptly within agreed time limits and to treat all parties courteously and impartially.

All complaints will be managed in a way which respects confidentiality and complies with the Data Protection Act.

Where complaints attempt to bring the School into disrepute, or to undermine individuals or the School's work in general, the School reserves the right to challenge the complaint.

Complaints will be logged and monitored by the Principal's PA.

The Leadership Team will evaluate the complaints received by the School and report these to the Full Governing Body and use the outcomes in evaluation to improve practice.



## SCHOOL PROCEDURES

This policy applies to any matter (other than matters relating to admissions and exclusions which have their own processes) which has been raised with the School as a matter of concern but which has not been capable of resolution informally and which the complainant or the School consider should be dealt with on a formal basis. The School will publish guidance on how matters of concern should be raised on an informal basis. Generally, it is expected that where the matter relates to a student it will have been raised with the student's Form Tutor and or Head of Year before a request is made to deal with it under this policy.

It is a precondition to the operation of this policy that the complainant shall have made reasonable attempts to seek an informal resolution and shall have acted in relation to the matter in a reasonable and measured way consistent with the School's Behaviour Code adopted from time to time. The Chair of Governors shall have a discretion, which will be exercised reasonably, not to allow a complaint to be pursued where this precondition has not been met.

Staff who receive a complaint must alert the Principal immediately to any complaints involving allegations of misconduct made against members of staff.

Where an informal resolution acceptable to the complainant is not reached, the Principal will advise the complainant of his/ her right to make a formal complaint.



### THE FORMAL STAGE

#### First Stage

1. The complainant must put the complaint in writing, addressed to the Principal, setting out briefly the facts and stating what it is that the complainant considers should have been done or where the School has not met reasonable expectations.
2. The School will respond in writing within 5 working days, acknowledging the complaint and enclose a copy of this Policy;
3. The School will appoint an Investigating Officer who will offer the complainant a meeting and who will speak to others involved. Whenever reasonably possible, the meeting with the complainant will take place within 10 working days of the written complaint being received.
4. The Investigating Officer will put her/his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 10 working days of the meeting with the complainant.

The complainant will be advised of their right of appeal.

Any complaint relating to the Principal must be raised in the first instance with the Chair of Governors (or Vice-chair in the absence of the Chair) who will, if an informal resolution cannot be reached, designate a Governor to investigate in the same way as in the first stage of the formal process outlined above.



### Second Stage

1. If the complainant is not satisfied with the response of the Investigating Officer, she/he may request that the complaint be considered by the Complaints Panel of the Governing Body.
2. That request must be in writing, addressed to the Clerk to the Governors at the School, and sent within 10 working days of the Investigating Officer's response being sent to the complainant.
3. The request must set out briefly the reasons why the complainant is dissatisfied with the response.
4. The Clerk will invite the School to put in writing its response to the complainant's reasons. The School will do this within 15 school days of receipt of those reasons and at the end of that period (whether or not the School has responded) the Clerk will convene a meeting of the Complaints Panel of the Governing Body. The Panel will consist of at least three people of whom one will be independent of the management and running of the School. That meeting will be held as quickly as practicable given the need to find a date that is reasonably convenient for the complainant, the School and the members of the Panel. Whenever possible, the meeting will be held within 15 school days of the end of the School's response time.
5. At any meeting, the complainant will be entitled to be accompanied by a friend but legal representation will not be allowed.
6. The meeting is not a court case and will be as informal as circumstances allow. The complainant will have the opportunity to put her/his reasons for dissatisfaction and to enlarge on them but may not introduce reasons that were not previously put in writing. The School will have the opportunity to put its side of things and each side, as well as the Panel members, will be able to ask questions. The complainant will have the opportunity to make final comments to the Panel.
7. The Panel may make findings and recommendations and a copy of those findings and recommendations will be:
  - a. sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about; and
  - b. available for inspection on the School premises by the Academy Trust and the Principal.
8. The Panel will formulate its response as quickly as reasonably possible, aiming to do so within 10 school days, and the Clerk to the Governors will notify all concerned.
9. A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing.
10. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the Education Act 2002 requests access to them.



### *THE INVESTIGATION REPORT*

Please use the following headings to construct your report.

Complainant:

Other parties involved:

To whom complaint was originally made:

Date complaint received:

Investigating Officer:

Key issues for investigation:

Written statements provided by:

Meetings held with:

Summary of issues:

Conclusion:

*Mrs S Tregear*

#### **Clerk to the Governors**

*Bexley Clerkship Practice*

**Directorate of Education and Social Care**

**Bexley Civic Offices**

**Broadway**

**Bexleyheath**

**Kent DA6 7LB**