

All Saints Catholic College



Complaints Procedure

Approved by: Full Governing Body **Date:** July 2021

Last reviewed on: New Policy

Next review due by: July 2022

1. Aims

Our School aims to meet its statutory obligations when responding to complaints from parents of pupils at the School, and others.

When responding to complaints, we aim to find a solution for the problem/issue raised and maintain good relationships with the complainant so that our children continue to prosper, progress and enjoy their education.

2. Legislation and guidance

This document meets the requirements set out in part 7 of the schedule to [the Education \(Independent School Standards\) Regulations 2014](#), which states that we must have and make available a written procedure to deal with complaints from parents of pupils at the School.

- It is also based on guidance published by the Education and Skills Funding Agency (ESFA) on [creating a complaints procedure that complies with the above regulations](#), and refers to [good practice guidance on setting up complaints procedures](#) from the Department for Education (DfE) updated 15th January 2021

This policy complies with our funding agreement and articles of association.

3. Who is allowed to complain?

This policy may be used by anyone who has a concern or complaint about any aspect of the School. In the main this will mean parents and carers of the School's pupils but may include parents or carers no longer at the School, neighbours of the School, or any members of our local community. It will also include agencies attached to the School.

For anonymous concerns/complaints please see section 7.6.

3.1 What does the School expect of any person wishing to raise a concern?

The School expects anyone who wishes to raise concerns with the School to:

- treat all members of the School community with courtesy and respect
- respect the needs of pupils and staff within the School
- avoid threatening or abusive behaviour
- recognise the pressures staff work under and understand not all complaints can be dealt with immediately
- follow the School's complaints procedure.

4. Definitions and scope

4.1 Definitions

The DfE guidance explains the difference between a concern and a complaint:

- A **concern** is defined as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought”
- A **complaint** is defined as “an expression of dissatisfaction however made, about actions taken or a lack of action”
- Any specific reference to days in relation to timescales refers to school days.

4.2 Scope

The School intends to resolve complaints informally where possible, at the earliest possible stage.

There may be occasions when Complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

This policy does **not** cover complaints procedures relating to:

- › Admissions
- › Statutory assessments of special educational needs (SEN)
- › Safeguarding matters
- › Exclusion
- › Whistle-blowing
- › Staff grievances
- › Staff discipline

Please see our separate policies for procedures relating to these types of complaint.

Arrangements for handling complaints from parents of children with special educational needs (SEN) about the School's support are within the scope of this policy. In the first instance contact should be made with the Special Educational Needs Co-ordinator/ SENDCO (Mrs Balmer) or the Deputy Headteacher (Ms Gilligan) they will then be referred to this complaints policy. Our SEN policy and information report includes information about the rights of parents of pupils with disabilities who believe that our School has discriminated against their child.

Complaints about services provided by other providers who use School premises or facilities should be directed to the provider concerned.

5. Roles and responsibilities

5.1 The Complainant

The Complainant will get a more effective and timely response to their complaint if they:

- › Follow these procedures
- › Co-operate with the School throughout the process, and respond to deadlines and communication promptly
- › Ask for assistance as needed
- › Treat all those involved with respect
- › Not publish details about the complaint on social media

The Complainant should, where possible, complete the complaints form (Appendix A). Support/ assistance is available at School with this.

5.2 The investigator

An individual will be appointed to look into the complaint, and establish the facts. They will:

- › Interview all relevant parties, keeping notes
- › Consider records and any written evidence and keep these securely
- › Prepare a comprehensive report to the Headteacher or complaints committee which includes the facts and potential solutions

When the Complainant is directed to the School or to the Headteacher, then the complaint made will be directed towards the appropriate member of staff. If, though, a Complainant wants the matter to be reviewed by the Headteacher they should make this known. Otherwise the following procedure will follow:

- For pastoral complaints these will be directed to Miss Scott.
- For curriculum/ teaching and learning complaints these will be directed to Mr Bibby.

After this if the Complainant is unsatisfied with the matter raised, the complaint will be escalated to the Deputy Head (Ms Gilligan)

At all stages the Headteacher will be kept informed of the progress of the complaint.

5.3 The Headteacher's PA (Mrs Leigh)

The Headteacher's PA will:

- › Be the contact point for the Complainant and the Governors, including circulating the relevant papers and evidence before complaints committee meetings
- › Arrange a complaint hearing if appropriate – this will be clerked (see below)
- › Gather all paperwork/ statements/ evidence in preparation for the meeting
- › Circulate the minutes and outcome of the hearing

5.4 The Clerk for the Review meeting

The Clerk to the Review meeting will:

- › Record minutes and outcome of the hearing

5.5 Governing Body representative

The Governing Body representative will:

- › Chair the meeting, ensuring that everyone is treated with respect throughout
- › Make sure all parties see the relevant information, understand the purpose of the committee, and are allowed to present their case

6. Monitoring Complaints

At all stages of the complaints procedure, the following information should be recorded:

- The name of the Complainant
- The date and time at which complaint was made
- The details of the complaint
- How the complaint is investigated
- Results and conclusions of investigations
- Any action taken
- The Complainant's response

We would ask, wherever possible that the complaints form (Appendix A) is used to make complaints. Where a Complainant needs help in completing the form this can be available in School on request. If this is not possible the above information should be recorded by the staff member initially directed to begin the complaints process.

All Saints Catholic College will review and evaluate all complaints to ensure that similar issues are avoided in the future or to see if they could have been managed any more effectively. All records of any complaints will be kept confidential but may be inspected where appropriate by the Secretary of State or any inspection body.

The Governing Body will review the complaints procedure every year.

7. Principles for investigation

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved
- What the Complainant feels would put things right

7.1 Time scales

The Complainant must raise the complaint within **3 months** of the incident. If the complaint is about a series of related incidents, they must raise the complaint within 3 months of the last incident.

We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

When complaints are made out of term time, we will consider them to have been received on the first School day after the holiday period.

If at any point we cannot meet the time scales we have set out in this policy, we will:

- Agree and set new time limits with the Complainant
- Send the Complainant details of the new deadline and explain the delay

7.2 Upholding or not upholding the complaint

At each stage of the complaints procedure, the conclusion will be either:

1. That the complaint is upheld (in part or in full) and action is taken.
Or
2. That the complaint is not upheld and reasons for this are clearly given.

In the first instance, it may be appropriate to offer one or more of the following:

- An apology
- An explanation
- An assurance that the event complained of will not recur
- An undertaking to review School policies in light of the complaint

7.3 Confidentiality

Confidentiality is vital. All conversations and correspondence will be treated with discretion. Complainants have the right to know what use will be made of their personal information and, accordingly, personal information will only be shared between staff on a 'need to know' basis.

7.4 Publicity and Communication

This policy will be made available via the School Office and on the website. All staff and members of the Governing Body are made aware of the complaints procedure and the various stages involved and will be expected to review this document regularly to be familiar with the process.

7.5 Equal Access, Accompaniment and Representation

Appropriate steps will be taken to ensure that any individual can raise their concerns or submit a formal complaint. This includes the right to be accompanied by a friend or relative at discussions and hearings.

If a complaint concerns the Headteacher, the Governing Body will undertake the investigation and if necessary, involve the diocese and Local Authority.

7.6 Anonymous Complaints

The School will not normally investigate anonymous complaints. However, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation. If and where these are deemed to be safeguarding/child protection matters then we will follow the relevant procedure (see Child Protection Policy)

8. Stages of complaint (not complaints against the Headteacher or governors)

8.1 Stage 1: informal

The School will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

The Complainant should raise the complaint as soon as possible with the relevant member of staff (detailed above) or the Headteacher, either in person or by letter, telephone or email. If the Complainant is unclear who to contact or how to contact them, they should contact the School Office and their complaint will be directed to the senior leadership team.

The School will acknowledge informal complaints within 3 School days, and investigate and provide a response within 7 School days of that acknowledgment

If a Complainant has not received a response we ask that they contact the School directly to assess where the matter is up to.

The informal stage will involve a discussion (either by phone or a remote package ie. Teams) or in a School at a meeting between the Complainant and the appropriate designated staff member

If the complaint is felt to be resolved then details of the resolution and any outcomes for support will be discussed and the outcome sent via posted letter or emailed to the Complainant along with a statement that the matter has been resolved and any outcomes agreed.

If the complaint is not resolved informally, it will be escalated to a formal complaint.

8.2 Stage 2: formal

The formal stage involves the Complainant putting the complaint to the Headteacher and/or the subject of the complaint:

- › In a letter or email
- › Over the phone
- › In person
- › Through a third party acting on their behalf

Where possible we would ask that the complaints form in Appendix A is used.

The Complainant should provide details such as relevant dates, times and the names of witnesses of events, alongside copies of any relevant documents. The Complainant should also state what they feel would resolve the complaint.

If Complainants need assistance raising a formal complaint, they can contact the School Office

Any formal complaint received will be passed to the Headteacher (or designated senior leader where appropriate and agreed) who will review all the information received under stage 1 and talk to the Complainant about why he/she is dissatisfied. The Complainant should provide enough detail to enable the Headteacher/ designated leader to investigate, and state what they feel would resolve the complaint. The Headteacher/ designated senior leader will then conduct their own investigation.

The Headteacher / designated senior leader will consider the evidence and decide the outcome.

A meeting (or if desired a phone call/remote meeting) will be arranged with the Complainant to discuss the issue, possible solutions, or to explain what has or will happen because of the complaint. A record of all interactions will be kept with the Complainant and other staff, meetings and decisions made about the complaint will be kept.

A written conclusion of the investigation will be sent to the Complainant within 10 School days. If it has been decided not to take any further action on the issue, the written conclusion will decision and how it was reached, and will outline the Complainants right to take the matter further and the steps to be taken.

If the Complainant is not satisfied with the response and wishes to proceed to Stage 3 of the procedure, they should inform the Headteacher's PA (Mrs Leigh) in writing within 10 School days.

Any formal complaint about the Headteacher or governor should be raised with the Chair of Governors (via the Headteacher's PA) who will determine the appropriate process. Where the Chair of Governors has appointed someone to investigate at Stage 1, the matter may be processed to Stage 3 without a further investigation at Stage 2.

8.3 Stage 3: Review Panel

Complaints will be escalated to the Panel hearing stage if the Complainant is not satisfied with the response to the complaint at the second, formal, stage.

They must write to the Headteacher's PA (Mrs Leigh) within 10 days of receiving notice of the Headteacher's decision, briefly outlining the content of the complaint and requesting that a complaints Review Panel is convened. Request for reviews outside of this period will not be considered except in exceptional circumstances.

The Complainant must have reasonable notice of the date of the review Panel; however, the review Panel reserves the right to convene at their convenience rather than that of the Complainant. At the review Panel meeting, the Complainant and representatives from the School, as appropriate, will be present. Each will have an opportunity to set out written or oral submissions prior to the meeting.

The Headteachers PA will fulfil the role of organising the time and date of the appeal hearing, inviting all the attendees, collating all the relevant documentation and distributing these 5 school days in advance of the meeting, arranging a clerk for recording the proceedings in the form of minutes, and circulating these and the outcome of the meeting.

On receipt of this written notification, the following steps will be followed:

- The Headteacher's PA will write to the Complainant within 5 School days (not including the School holidays) to confirm receipt of the appeal request and detail further the action to be taken.
- The Headteacher's PA will convene a Panel of three School Governors. All three Panel members will have no prior knowledge of the content of the complaint.
- The appeal panel will take place within 10 School days (excluding those which fall in the School holidays) of receipt of the date of the confirmation letter from the Headteacher's PA to the Complainant, confirming the appeal.

The panel will take place in private and representatives from the media are not permitted to attend.

If after the hearing any party feels that legal action is necessary, please see the contact details at the end of the procedure.

The Panel will be appointed by or on behalf of the School and must consist of 3 School governors who were not directly involved in the matters detailed in the complaint. A chair will be appointed by the Panel.

The Panel will have access to the existing record of the complaint's progress (see section 12).

The Complainant must be allowed to attend the Panel hearing and may be accompanied if they wish (see below).

At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses will be called, as appropriate, to present their evidence.

The Panel, the Complainant and the School representative(s) will be given the chance to ask and reply to questions. Once the Complainant and School representative(s) have presented their cases, they will be asked to leave and evidence will then be considered by the Panel.

The Panel will then put together its findings and recommendations from the case. The Panel will also provide copies of the minutes of the hearing and the findings and any recommendations to the Complainant and the School

8.4 Who will be at the Review Panel?

- the Panel members
- the Clerk to the Governors
- the Complainant and, where applicable, a representative (see below)
- the Headteacher
- the staff members who dealt with the complaint at Stage 2
- where the complaint regards a member of staff, the staff member who is the subject of the complaint (where appropriate).

The Complainant is also able to bring a companion with them to the hearing if they wish. Where the subject of the complaint is a member of staff, that staff member is also able to bring a companion with them. The companion will be a friend or a colleague. It is not expected that either party will bring legal representation with them. However, there may be occasions when legal representation is appropriate. For instance, if a School employee is called as a witness in a complaint meeting, they may wish to be supported by their Union and/or legal representation.

8.5 Remit of the Review Panel

No Panel member will have any former knowledge or involvement in the matter that is being dealt with at that time. All Panel members will be familiar with the complaints policy.

The Panel will not review any new complaints at this stage or consider evidence unrelated to the initial complaint. New complaints must be dealt with at Stage 1 of the procedure.

The Panel can:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the School's systems or procedures to ensure that problems of a similar nature do not recur.

The School will inform those involved of the decision in writing within 5 School days.

8.6 The Role of the Chair of the Panel

The Chair of the Panel has a key role, ensuring that:

- the remit of the Panel is explained to the parties and each party has the opportunity of putting their case without undue interruption
- the issues are addressed
- key findings of fact are made
- parents and others who may not be used to speaking at such a hearing are put at ease
- the hearing is conducted in an informal manner with each party treating the other with respect and courtesy
- the Panel is open minded and acting independently
- no member of the Panel has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- each side is given the opportunity to state their case and ask questions
- written material is seen by all parties. If a new issue arises it would be useful to give all parties the opportunity to consider and comment on it.

8.7 Order of proceedings

The review will be conducted as informally as possible and will be heard in private. At the commencement of the hearing, the parties will be introduced to those present and the procedure will be explained by the Chair. Although informal, the Panel will endeavor to keep a set order of hearing which they may vary after consulting those present. In the majority of exclusion reviews, it is anticipated that the order of hearing will be as follows:

- an overview of the process of the meeting and the remit of the Review Panel
- a summary of the complaint by the School and the steps taken to try and resolve the matter
- questioning by the parent(s) or their representative about the complaint and the steps taken by the School
- questioning by the Review Panel of the School
- the nature of the complaint from the parent(s) and their concerns with not being able to resolve the matter previously
- questioning by the School of the parents and their representative (if present)
- questioning by the Review Panel of the parents and their representative (if present)
- summing up by the School;
- summing up by parent(s)
- a review of the next stages of the process by the Chair

8.8 Other Information

Complaints that result in staff capability or disciplinary

If at any formal stage of the complaint it is determined that staff disciplinary or capability proceedings are necessary in order to resolve the issue, the details of this action will remain confidential to the Headteacher and the individual's line manager. The Complainant is not entitled to participate in the proceedings or receive any detail about them.

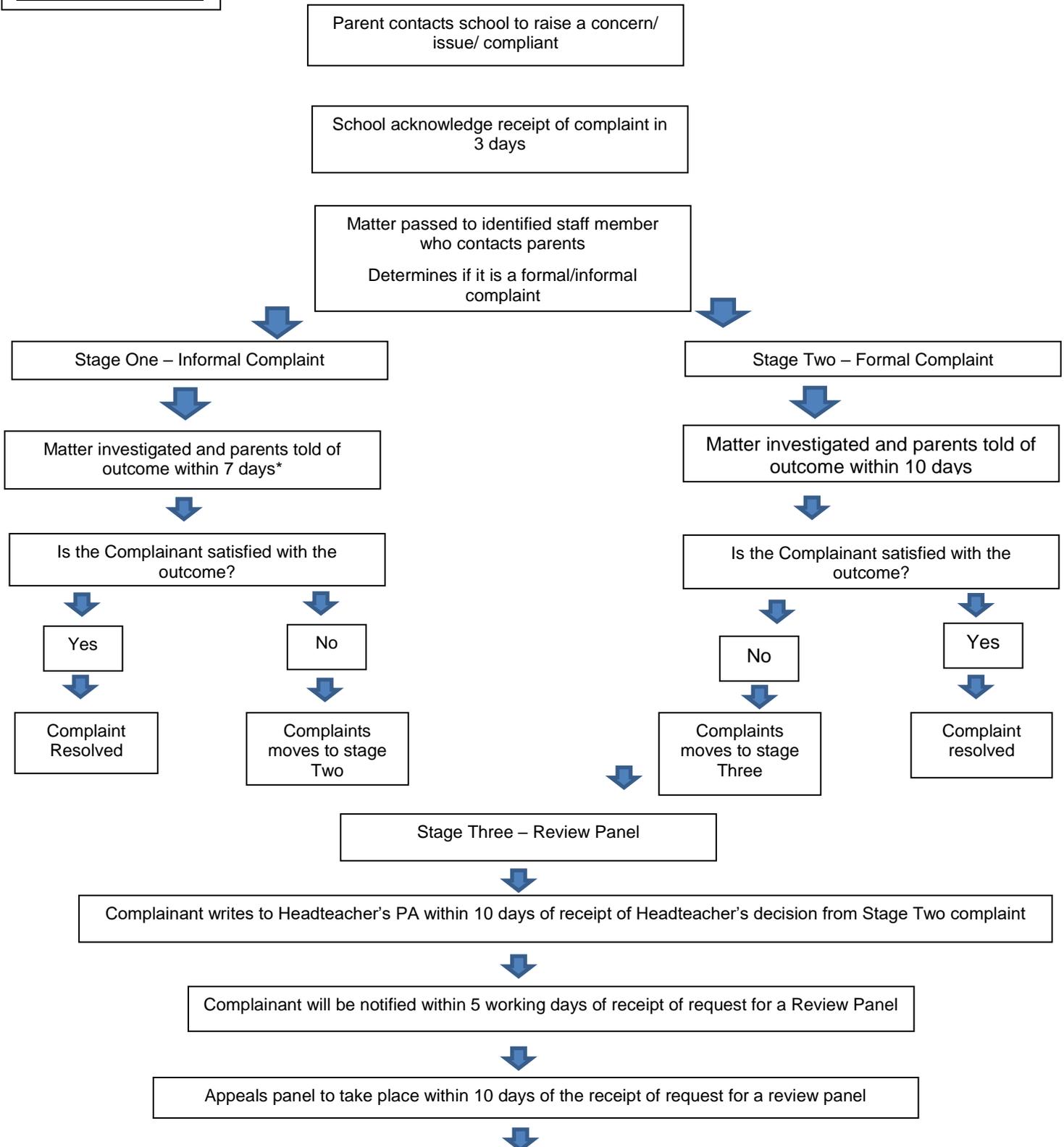
Safeguarding

Wherever a complaint indicates that a child's wellbeing or safety is at risk, the School is under a duty to report this immediately to the Local Authority. Any action taken will be in accordance with the School's safeguarding policy

Social Media

In order for complaints to be resolved as quickly and fairly as possible, All Saints Catholic College requests the Complainants do not discuss complaints publicly via social media such as Facebook and twitter. Complaints will be dealt with confidentially for those involved, and we expect Complainants to observe confidentiality also.

Complaints Process



Complainant and School informed of Review Panel Decision in 5 days

*All references to days mean school days

9. Complaints against the Headteacher, a governor or the governing board

9.1 Stage 1: informal

Complaints made against the Headteacher or any member of the governing board should be directed to the to Headteacher's PA in the first instance, who will pass this onto the Chair of Governors (see 8.2)

If the complaint is about the Headteacher or one member of the governing board (including the chair or vice-chair), a suitably skilled and impartial governor will carry out the steps at stage 1 (set out in section 6 above).

9.2 Stage 2: formal

If the complaint is jointly about the chair and vice-chair, the entire governing board or the majority of the governing board, an independent investigator will carry out the steps in stage 2 (set out in section 6 above). They will be appointed by the governing board or diocese and will write a formal response at the end of their investigation.

9.3 Stage 3: review Panel

If the complaint is jointly about the chair and vice-chair, the entire governing board or the majority of the governing board, a committee of independent governors will hear the complaint. They will be sourced from the appropriate body who will carry out the steps at stage 3 (set out in section 6 above).

10. Referring complaints on completion of the School's procedure

If the Complainant is unsatisfied with the outcome of the School's complaints procedure, they can refer their complaint to the ESFA. The ESFA will check whether the complaint has been dealt with properly by the School. The ESFA will not overturn a School's decision about a complaint. However, it will look into:

- Whether there was undue delay, or the School did not comply with its own complaints procedure
- Whether the School was in breach of its funding agreement with the secretary of state
- Whether the School has failed to comply with any other legal obligation

If the School did not deal with the complaint properly, it will be asked to re-investigate the complaint. If the School's complaints procedure is found to not meet regulations, the School will be asked to correct its procedure accordingly.

For more information or to refer a complaint, see the following webpage:

<https://www.gov.uk/complain-about-school>

We will include this information in the outcome letter to Complainants.

11. Persistent complaints

11.1 Unreasonably persistent complaints

The Headteacher and Governing Body are fully committed to the improvement of our School. We welcome feedback from parents and will always try to resolve any concerns as quickly as possible. There is a procedure for parents to use if they wish to make a formal complaint. Whilst it is hoped that the above processes will address

any concerns or complaints raised, it is recognised that there may be rare occasions when a Complainant continues to be dissatisfied with the School and outcomes of the complaint's procedure.

This may sometimes, lead to parents or carers continuing to pursue complaints which have already been dealt with or in treating staff and others in a way that is unacceptable. We will not accept threatening or abusive behaviour towards any member of staff. This includes denigrating language and harassment of staff.

What do we mean by 'an unreasonably persistent Complainant'?

An unreasonably persistent Complainant may be anyone who engages in unreasonable behaviour when making a complaint. This will include persons who pursue complaints in an unreasonable manner. Unreasonable behaviour may include:

- › Has made the same complaint before, and it's already been resolved by following the School's complaints procedure
- › Makes a complaint that is obsessive, persistent, harassing, prolific, defamatory or repetitive
- › Knowingly provides false information
- › Insists on pursuing a complaint that is unfounded, or out of scope of the complaints procedure
- › Pursues a valid complaint, but in an unreasonable manner e.g. refuses to articulate the complaint, refuses to co-operate with this complaints procedure, or insists that the complaint is dealt with in ways that are incompatible with this procedure and the time frames it sets out
- › Changes the basis of the complaint as the investigation goes on
- › Makes a complaint designed to cause disruption, annoyance or excessive demands on School time
- › Seeks unrealistic outcomes, or a solution that lacks any serious purpose or value
- › Actions which are out of proportion to the nature of the complaint, or persistent – even when the complaints procedure has been exhausted
- › Using abusive or threatening language or making complaints in public or via social media
- Complaints deliberately targeted at one or more members of School staff in an attempt to embarrass or denigrate them.

Steps we will take

We will take every reasonable step to address the Complainant's concerns, and give them a clear statement of our position and their options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals. We will follow our complaints procedure as normal (as outlined above) wherever possible.

If the Complainant continues to contact the School in a disruptive way, we may put communications strategies in place. We may:

- › Give the Complainant a single point of contact via an email address
- › Limit the number of times the Complainant can make contact, such as a fixed number per term
- › Ask the Complainant to engage a third party to act on their behalf, such as [Citizens Advice](#)
- › Put any other strategy in place as necessary

Stopping responding

We may stop responding to the Complainant when all of these factors are met:

- › We believe we have taken all reasonable steps to help address their concerns
- › We have provided a clear statement of our position and their options

- › The Complainant contacts us repeatedly, and we believe their intention is to cause disruption or inconvenience

Where we stop responding, we will inform the individual that we intend to do so. We will also explain that we will still consider any new complaints they make.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from our School site.

11.2 Duplicate complaints

If we have resolved a complaint under this procedure and receive a duplicate complaint on the same subject from a partner, family member or other individual, we will assess whether there are aspects that we hadn't previously considered, or any new information we need to consider.

If we are satisfied that there are no new aspects, we will:

- › Tell the new Complainant that we have already investigated and responded to this issue, and the School process is complete
- › Meet with the Complainant to discuss why they feel the matter has not been resolved

If there are new aspects, we may follow this procedure again.

11.3 Complaint campaigns

Where the School receives a large volume of complaints about the same topic or subject, especially if these come from Complainants unconnected with the School, the School may respond to these complaints by:

- › Publishing a single response on the School website
- › Sending a template response to all of the Complainants

If Complainants are not satisfied with the School's response, or wish to pursue the complaint further, the normal procedures will apply.

12. Record keeping

The School keep records of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

This material will be treated as confidential and held centrally, and will be viewed only by those involved in investigating the complaint or on the review Panel.

This is except where the secretary of state (or someone acting on their behalf) or the Complainant requests access to records of a complaint through a freedom of information (FOI) request or through a subject access request under the terms of the Data Protection Act, or where the material must be made available during a School inspection.

Records of complaints will be kept securely, only for as long as necessary and in line with data protection law, our privacy notices and the School's record management procedures.

The details of the complaint, including the names of individuals involved, will not be shared with the whole governing board in case a review Panel needs to be organised at a later point.

Where the governing board is aware of the substance of the complaint before the review Panel stage, the School will (where reasonably practicable) arrange for an independent Panel to hear the complaint.

Complainants also have the right to request an independent Panel if they believe there is likely to be bias in the proceedings. The decision to approve this request is made by the governing board, who will not unreasonably withhold consent.

13. Learning lessons

The School will review any underlying issues raised by complaints where appropriate, and respecting confidentiality, to determine whether there are any improvements that the School can make to its procedures or practice to help prevent similar events in the future.

14. Monitoring arrangements

The Governing Board will monitor the effectiveness of the complaints procedure in ensuring that complaints are handled properly. The Full Governing Body will track the number and nature of complaints, and review underlying issues as stated in section 11.

This policy will be reviewed by Governing Body every annually. At each review, the policy will be approved by the full governing board.

15. Links with other policies

Policies dealing with other forms of complaints include:

- Child protection and safeguarding policy and procedures
- Admissions policy
- Exclusions policy
- Staff grievance procedures
- Staff disciplinary procedures
- SEN policy and information report
- Privacy notices

16. Additional Information

Unreasonably persistent, harassing or abusive Complainants

Vexatious Complainants

A complaint may be considered vexatious where:

- it is obsessive, persistent, harassing, prolific, repetitious
- insists upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason
- insists upon pursuing meritorious complaints in an unreasonable manner
- it is designed to cause disruption or annoyance
- demands redress which lacks any serious purpose or value

The Headteacher or Chair of Governors can write to a Complainant and refuse to consider their complaint if he or she feels that there are insufficient grounds to do so, if the complaint has already been considered at this stage or if it has been closed.

Unreasonably persistent complaints or harassment

In cases of unreasonably persistent complaints (e.g. where a Complainant attempts to re-open an issue which has already been dealt with under the complaints procedure) or harassment (e.g. where staff members are being specifically targeted by the Complainant), the School may take some or all of the following steps:

- inform the Complainant that the matter has already been dealt with and that either that stage of the policy has been exhausted or that the complaints procedure has been exhausted and the matter is considered

closed. Where further correspondence is received on the same matter, this may be considered vexatious and the School will be under no obligation to respond to that correspondence.

The normal circumstance in which the School will not respond is if:

- the School has taken every reasonable step to address the Complainant's needs, and the School's position has been clearly set out in writing together with the Complainant's options
- the Complainant is contacting the School repeatedly but making substantially the same points each time
- the Complainant refuses to follow the complaints procedures
- the School reasonably believes the aim of the contact is to cause disruption or inconvenience
- that the Complainant acts or communicates in an inappropriate way towards School staff.

Where the School determines this course of action, they will inform the Complainant in writing. However, the School will act reasonably where any new complaints are raised and enable the Complainant to proceed through the complaint's procedure as appropriate in respect of the same.

- inform the Complainant informally that his/her behaviour is now considered by the School to be unreasonable or unacceptable, and request a changed approach
- inform the Complainant that, except in emergencies, the School will respond only to written communication
- In extreme matters refer the matter to outside agencies such as the Police.

Physical or Verbal Aggression

The Governing Body will not tolerate any form of physical or verbal aggression against members of the School community. If there is evidence of such the School may:

Warn the individual about their conduct and the sanctions below which may be pursued;

- ban the individual from entering the School site, with immediate effect
- request an Anti-Social Behaviour Order (ASBO)
- prosecute under Anti-Harassment legislation
- call the police to remove the aggressor

COMPLAINT FORM

Please complete and return to Mrs K Leigh, Head Teacher’s PA, who will acknowledge receipt and explain how your complaint will be investigated.

| | |
|---|--------------|
| Your name: | |
| Pupil’s name: <i>(if complaint relating to a pupil)</i> | Form: |
| Your relationship to the pupil: | |
| Address: | |
| Telephone number: | |
| Please give details of your complaint: | |
| What action, if any, have you already taken to try to resolve your complaint? (Who did you speak to, and what was the response?) | |

What do you feel the College might do to resolve the problem at this stage?

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

Signature:

Date:

For office use only

Date acknowledgement sent:

By whom:

Further action taken:

Complaint referred to:

Date: