

Complaints Policy & Procedure

THE COMPLAINTS POLICY

The governing body believes that all stakeholders should feel that their concerns or complaints can be voiced and will be considered seriously.

The school requires that all concerns and complaints are be dealt with as soon as possible. Usually, the best way to achieve this is through informal discussion but formal procedures are provided if this fails resolve the issue.

Record Keeping

- All documentation regarding complaints (including notes of any related meetings and telephone calls), the action taken and the final outcome will be recorded.
- There shall be clear communication in writing throughout the handling of the complaint and a copy of all written communication should be retained.
- Only complaints relating to the schooling of a specific child should be kept within the child's files. Other issues will be filed separately.

Monitoring and evaluating the policy

The governors will monitor complaints and review the outcomes and ensure that any underlying issues identified by complaints are addressed.

Governors will also monitor the operation of the procedures to ensure their effectiveness and will make changes where necessary.

THE COMPLAINTS PROCEDURE

Stage 1 Informal discussions with members of the school's staff

- 1.1 Most concerns and potential complaints can best be resolved through informal discussion with the relevant member of staff. Therefore, any complaint or concern should be raised promptly with the class teacher, form tutor or the member of staff responsible for the area or action you are concerned about.
- 1.2 If you are unhappy about speaking to the class teacher (etc) you may make an appointment to discuss the complaint or concern with the Head of Year or the Headteacher.
- 1.3 All staff will make every effort to resolve your problem promptly at this informal stage.
- 1.4 Complaints made to anyone other than the teaching staff - for instance to a school governor - will be referred to the appropriate member of staff as above.

Stage 2 Formal complaint to the Headteacher

- 2.1 If you are dissatisfied with the response at stage 1 then you may make a formal complaint. To do so, you must write to the Headteacher and set out the details of the complaint. You can do so by letter or email (see contact details below).
- 2.2 The Headteacher will investigate the complaint and respond in writing. This will normally be within 10 school days of your letter or email, but you will be informed if more time is needed to complete the investigation.

- 2.3 If your original complaint or concern was about an action by the Headteacher then you should put your complaint in writing to the Chair of Governors using the procedure in stage 3, below.

Stage 3 Formal complaint to the Governors

- 3.1 If you are not satisfied with the Headteacher's response, or if your complaint is about the Headteacher, you may refer the matter to the Governing Body. To do so you should write to (or email) the Clerk to the Governors setting out the full details. A panel of governors will meet to hear the evidence and decide on any action required. This will normally be arranged within fifteen school days of your complaint being received, depending on the availability of all concerned. You will be invited to speak to the meeting if you so wish and you may be accompanied by a friend or representative. After the meeting you will be advised of the outcome in writing. This will normally be within 5 school days of the meeting.
- 4.2 For most complaints the decision of the governors is final.
- 4.3 There are separate procedures for complaints about student exclusions. The appropriate information is available on request from the Clerk to the Governors.
- 4.4 The procedures above should be able to deal with most problems relating to Special Educational Needs (SEN). If you are not happy with the responses provided by the school you can get further advice and information from this website:
www.wokingham.gov.uk/schools/special-educational-needs/
- 4.5 Complaints about School Admissions or school transport decisions must go through the Wokingham Borough Council school appeals or school transport appeals processes. See this website:
<http://www.wokingham.gov.uk/schools/schoolappeals/>

Bulmershe School contact details:

The Chair of Governors, the Headteacher or other members of staff can be contacted through the school office. Write to:

The Bulmershe School, Woodlands Avenue, Woodley, Reading RG5 3EU or email:
office@bulmershe.wokingham.sch.uk

The Clerk to the Governors is Mr David Cook
<mailto:dcook@bulmershe.wokingham.sch.uk>