



CHRIST THE KING CATHOLIC HIGH SCHOOL AND SIXTH FORM CENTRE

COMPLAINTS POLICY

GENERAL COMPLAINTS PROCEDURE

Introduction

The vast majority of concerns and complaints can be resolved informally. There are many occasions where concerns are resolved straight away through the class teacher, office staff, Key Stage Leader, Deputy Headteacher or Headteacher, depending on whom the complainant first approached. If concerns or complaints cannot be resolved in this manner then a written complaint should be made to the Headteacher.

Procedure

Someone making a complaint should be offered an opportunity to discuss their concern with the appropriate member of staff designated to deal with the situation who will clarify the nature of the concern.

If the member of staff first contacted cannot immediately refer/deal with the matter, s/he should make a clear note of the date, name, contact address or phone number and a brief note on the nature of the complaint and refer the concern to the member of staff with responsibility for that particular issue.

The staff member should make sure agreed actions are understood and recorded if deemed necessary.

The member of staff with responsibility should attempt to resolve the situation. If the situation remains unresolved, the person making the complaint should be advised they may refer the matter to a more senior member of staff (eg Deputy Headteacher or Headteacher).

Note: in all cases when a situation remains unresolved and the complainant wishes to take the matter further, a written complaint must be made to the Headteacher in the first instance. The Headteacher (or a designated person) will follow the Complaints Procedure and attempt to resolve the matter.



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Following this, where a situation remains unresolved and the complainant wishes to take the matter further, they should notify the Chair of the Governing Body within a maximum of ten days of receiving the response from the Headteacher.

The Chair of Governors should fully inform him/herself of the facts and attempt to resolve/reconcile the situation.

When a complaint is made against the Headteacher, a written complaint should be made to the Chair of Governors in the first instance who should follow the Complaints Procedure.

Procedures for Complaint

Where a concern has been established as a definite complaint, the designated person should acknowledge the complaint orally or in writing (normally within three working days) from receiving the complaint. The acknowledgement should include a brief explanation of the school's Complaints Procedure and a target date for providing a response (this should be within 15 working days). If this is not possible a letter explaining the delay should be sent.

Where appropriate the headteacher (or designated person) will investigate those involved/witnesses. A written record should be kept of interviews.

Once an investigation is complete the designated person should provide a written response to the complainant or, alternatively, a meeting could be arranged to attempt to reconcile/resolve the matter.

In serious cases which remain unresolved, a Governors' Complaints Committee may be called.