

Complaints Policy for Students

Policy: Complaints Policy [Students]

Protocol Reference: SHHS/TOO 0

Version Number: 1.0

Date : January 2018

Review Date: January 2019

Authorised by: Directors

Updated by:

To be read in conjunction:The Policy for Unreasonable Complaints, The Policy on Discipline and Behaviour management, Safeguarding and Prevent Policy, Care and Control Policy, Referral and Admissions Policy.

1.0 Context : At Spring Hill High School we want our students to feel happy and secure. As a student you can make a complaint about any matter that you are dissatisfied with about the school. Remember, a complaint is more than just a concern (moan) or a suggestion for change/improvement. A Complaint is taken seriously and there are set procedures the school must follow.

2.0 Objectives:

- To give students access to a complaints and representation procedure
- To acknowledge that students have a right to complain if they have concerns.
- To monitor areas, within the school, that require improvement.

2.0 Definition:

2.1 Concern: A concern can be defined as an expression of a worry about possible danger or apparent failure in respect of the school. A matter should be viewed as a concern, if it is capable of being resolved in school and does not require a formal response.

2.2 Complaint: A complaint can be defined as an expression of dissatisfaction with the school. It requires a formal response. The school will deal with any matter as a complaint when:

- the student raising the matter requests it at any point.
- or, when informal attempts to deal with the concern have been exhausted and the student who raised the concern remains dissatisfied.

2.3 Information about the right to make a complaint (or share a worry) and how to do it is proactively shared with you, both verbally and in written form. This information will be shared with you by site deputies during your induction week.

Complaints Policy for Students

3.0 Where to find the Complaints Procedure

3.1 A copy of the complaints procedure is on Google drive and is accessible by the site deputies and all other members of staff. There are also hard copies of the policy on the all sites.

3.2 A copy of the policy and the procedures will also be on the school's website.

3.3 If you want to make a complaint ask a member of staff for a copy of the school's complaints procedure. It will explain how you go about making your complaint. You can also ask a site deputy or Gary Edmunds (school Designated Safeguarding Lead) to find someone to help you make your complaint and guide you through the process.

3.4 A copy of the complaints leaflet will also be placed in your classroom for you to access at anytime.

4.0 Some things you could complain about are:

- an event – such as a school trip
- anything about your school life – such as timetable
- school services – such as school meals
- the behaviour of an individual(s) – for example another student or member of staff
- something that affects you as a student- such as bullying
- something that has happened outside school, but which is connected to the school – such as the behaviour of students on a school trip or in the street.

4.1 These are only some examples. There may be other things you want to complain about.

5.0 Privacy

All complaints will be kept private. This means that normally it will not be discussed with anyone without your consent. However there are some circumstances where a complaint has to be shared with other people, especially if it means you, or another child, is in danger of being hurt. If this is the case this will be explained to you. The person in school that it will be shared with is Gary Edmunds(DSL). He will pass this information to the right people to ensure that you are kept safe.

6.0 Making a complaint

When you make a complaint

Complaints Policy for Students

- everything you say will be listened to,
- you will be asked questions to make things clear,
- you will be dealt with fairly,
- your parents/guardian/carers will not be told you have made a complaint without your agreement,
- your complaint will follow the procedure outlined below
- you will be allowed to have someone with you to help if you wish.
This could be a parent/carer/foster carer/ social worker, friend, relative, a member of staff or someone else,
- you will be told how your complaint is progressing,
- you will be told the outcome and given a letter confirming this.

7.0 Stage 1

- Chose who you wish to complain to.
- The staff member in school to whom you have made your intentions clear will immediately give you access to the school's complaints procedure.
- You can make the complaint in anyway you feel comfortable. You can write your complaint on a complaints form, or even on plain paper, outlining the problem as you see it.
- You can also chose to give a verbal complaint, which staff will listen to and write for you in exactly the way that you are saying it. You will be asked to read and sign at the end if you agree with what is written. If you like, you can also ask the staff to read the information back to you but you will have to sign to say that you agree.
- If you complained against a member of staff the member of staff will be removed from the situation.
- The member of staff that you speak to may be able to sort out the problem straight away.
- If they cannot, they may pass the information on to the Deputy Headteacher.
- The Deputy will immediately inform the DSL of your complaint. If the complaint is of a safeguarding nature the DSL will take advice/ make a referral to Multi-Agency Safeguarding Hub(MASH) or Local Authority Designated Officer. If the complaint is against the DSL or the Deputy Headteacher it will be dealt with by the headteacher. If the complaint is against the Headteacher it will be dealt with by the Directors or someone designated by the Directors.
- The designated deputy will investigate your complaint so that the facts can be established. It is important to note that once a referral has been

Complaints Policy for Students

made to LADO or MASH the school will investigate your complaint based on the advice of these agencies. It is the aim of the school to bring a solution to the matter as soon as possible.

- If there is still no solution after this point, you can ask that the Headteacher be contacted as soon as is reasonably possible. If you still feel dissatisfied after speaking to the headteacher, the headteacher will explain to you Stage 2.

7.1 Any individual who has had a complaint made against them must not be involved in the investigation of a complaint.

7.2 The steps outlined in Stage 1 will take place on the same day, or as soon as the deputy headteacher is available. A maximum of 24 hours is required to complete the first stage.

7.3 If you are not satisfied with the outcome from Stage 1 the school will support you in moving to Stage 2 of the process. Stage 2 of the process is outlined below.

7.4 Individuals with parental responsibility will be informed of your complaint as soon as possible.

8.0 Stage 2

8.1 If your complaint was verbal you will be asked to put it in writing and you will be helped to do so.

8.2 You will be encouraged to use an independent person to investigate your complaint. This could be either

- Your local authority social worker
- A childrens' rights officer
- An advocate of your choice

8.3 Throughout the investigation, individuals within the school will give the independent person every assistance.

Their decision will be communicated to all those individuals involved as soon as they have satisfactorily completed the investigation.

8.4 A maximum of 24 hours is required to complete this second stage.

9.0 Further Advice and Guidance

If, at the end of Stage 2, you still believe that your complaint was not dealt with to your satisfaction, it is within your right to contact outside agencies such as Ofsted or Childline. The school will help you to contact these agencies or any other agency that you think will help you achieve a satisfactory outcome.

Recording Complaint

All records in relations to complaints will be logged on Schoolpod. This must include:

- Date complaint was made

Complaints Policy for Students

- Name of complainant
- Name of pupil involved
- Name of staff members involved
- Summary of investigation
- Summary of outcome
- Strategies for future development, if any.

