

Section 29 of the Education Act 2002 states that governing bodies are required to have in place a procedure for dealing with complaints.

This document sets out in bold print a procedure for handling concerns and complaints that we hope governing bodies will adopt. It provides guidance and information in italics on the procedure after each of the four levels. It will also help to clarify for school staff, governors and parents what will happen at a Governors' Complaints Panel hearing.

There is a leaflet for parents, guardians and carers that supports levels 1 and 2 of this process. Persons wishing to move to levels 3 and 4 are advised to ask for a copy of the school's complaints procedure. A poster is also available for schools to download and print if they wish.

## **A Procedure for handling concerns and complaints**

### **School name: SIDESTRAND HALL SCHOOL**

[Adopted from the Norfolk Authority's guidelines]

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**All schools in Norfolk want their pupils to be healthy, happy and safe, and to achieve. They recognise that parents, guardians or carers play an important part in making this happen. Cooperation between parents, staff and governors leads to a shared sense of purpose and a good atmosphere in the school.**

**Each level of the procedure set out below offers the opportunity for concerns and complaints to be resolved as quickly as possible.**

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#### ***General Guidance:***

1. Research shows that someone experiencing an unhappy situation with an organisation is likely to tell up to 10 other people about his/her negative experience. In terms of the reputation of a school this will relate to people within the local community, other parents, friends and relatives.
2. However, someone having a good experience of how an issue is handled will tell up to 10 people about his/her positive experience.
3. How an issue is handled gives people a clear idea of how committed the school and governing body are to giving the best possible provision.
4. Issues need to be dealt with as calmly and as quickly as possible.
5. Concerns and complaints should be viewed positively as data gathered can be used to inform school evaluation and future plans and strategy.

Skills that can be used to show understanding of and to resolve the concern or issue are:

Listening and probing for specifics  
Clarifying ambiguities  
Separating out multiple concerns  
Repeating back to check understanding  
Discussing realistic solutions

It is important that the school keeps a written record of any meetings that take place regarding an issue or complaint.

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#### **Level 1**

**Parents, carers or guardians should, in the first instance, make an appointment to speak to the class teacher or, in the case of a high school, the head of year, about the concern. It is best to resolve issues at this point.**

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### ***Guidance on level 1:***

Concerns should initially be handled in a manner that offers the best way of resolving issues. A class teacher or head of year should offer an appointment to discuss the issue, as this will give both parties time to talk about it calmly and without being interrupted. It will also show a commitment to resolving issues. The parties involved should be encouraged to offer their view of what would be a realistic resolution to the problem.

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### **Level 2**

**Parents, carers or guardians dissatisfied with the result of the discussions with the class teacher or head of year should ask for an appointment to meet with the head teacher or, in a high school, a deputy head teacher.**

**If a resolution to the issue is proving difficult to find, the chair of governors may offer informal intervention but there is no obligation on the chair of governors to become involved.**

**If the head teacher/ deputy head teacher and the parent, carer or guardian are unable to resolve the issue then it may be necessary to ask for information or support from a Children's Services Officer. The issue that is the focus of the concern will determine the officer contacted. This advice will be designed to help facilitate a resolution to the problem as quickly as possible. The head teacher or deputy head teacher should know who to ring or the Customer Service Centre will be able to offer information on 0844 800 8001 or e-mail: [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)**

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### ***Guidance on level 2:***

It is always best to resolve issues at the earliest possible time but if the person is not satisfied with the result of the talk with the teacher or head of year then he/she can ask for an appointment to meet with the head teacher or, in the case of a high school, a deputy head teacher. It is in everyone's interest, particularly the child or children, for concerns and complaints to be sorted out quickly and smoothly. The aim should be that discussions end on a positive note with no bad feeling. It is good practice for head teachers or deputy head teachers to write a letter to parents summarising what has been agreed regarding the issue.

Some chairs of governors may feel that they can offer some input to help to resolve the issue at this stage but there is no obligation on the chair of governors to become involved.

It is hoped that most problems will have been resolved by now.

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### **Level 3 – formal complaint letter to head teacher**

**An issue that has not been resolved through level 1 and 2 can become an official complaint.**

**Parents, carers or guardians wishing to move to level 3 must write a formal letter of complaint to the head teacher. The letter will need to set out clearly the issues which have previously been discussed and why the parent, carer or guardian considers the issue to be unresolved.**

**Head teachers should consider the complaint and discuss a resolution with the complainant. The head teacher should offer a resolution to the complainant in writing within 10 school days of receipt of the letter.**

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#### ***Guidance on level 3:***

- 1. An unresolved issue can now move to a formal complaint. This is a serious step to be taken.**
- 2. In consideration of future home/school relationships everyone concerned will need to negotiate an agreement and concentrate on finding a resolution to the issue.**

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### **Level 4 – formal complaint requesting a Governors’ Complaints Panel.**

#### **Time Scales:**

<b>Receipt of complainant’s letter</b>	<b>Acknowledgement within 5 school days</b>
<b>Receipt of complainant’s letter</b>	<b>Governors’ Panel meeting within 15 school days (unless this goes into school holidays)</b>
<b>Written documentation sent to Governors’ Panel Members and complainant and head teacher</b>	<b>5 school days before meeting.</b>
<b>Governors’ Panel members decision communicated to all concerned</b>	<b>As soon as possible but within 10 school days of meeting.</b>

**Complainants wishing to move to level 4 of the formal complaints procedure will need to write a letter to the chair of governors to request that a Governors’ Complaints Panel meets to hear the complaint. This formal complaints letter must be received within 10 school days of the last meeting with the head teacher concerning the issue. The school will provide the chair of governor’s name and the complainant should write to him or her at the school address marking the envelope ‘urgent and confidential’. The letter will need to set out the complaint that has previously been formally discussed with the head teacher and show why the matter is not resolved.**

**The chair of governors should acknowledge the complainant’s letter in writing within 5 school days of receipt and arrange for a panel of governors to meet within 15 school days of receipt. It must be recognised that if the**

letter is received within 14 school days to the end of term it may not be possible to organise the governors' panel meeting. In this case the matter should be dealt with within 10 school days of the school reopening.

The head teacher should be given a copy of the complainant's letter and written documentation should be requested from the school. Both the complainant's letter and the school documentation should be sent to the Governors' Complaints Panel members, complainant and head teacher at least 5 school days before the date of the meeting.

The complainant and head teacher will be invited to attend the Governor's Complaints Panel meeting to give a verbal statement in support of their documentation. Each of them can bring someone to support them if they wish.

The head teacher and complainant should provide all the relevant information they wish to and the Governor's Complaints Panel members should clarify any points. After the complainant and headteacher have provided all the information they wish to, the chair will ask all parties to leave except the panel members and the clerk.

The Governor's Complaints Panel will write to all concerned within 10 school days to explain their decision and suggest a resolution to the problem, if appropriate. The decision of the Governor's Complaints Panel is final.

Children's Services will not investigate the decision of the Governors Complaints Panel. If, however, the complainant feels that the Governors' Complaints Panel have not followed the school's complaints procedures correctly, he/she can contact a Children's Services Officer for assistance. In this case he/she should ring Customer Services on 0844 800 8001 who will arrange for an officer to get back to him/her.

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#### **Guidance on level 4:**

1. The formal complaints letter should be passed to the vice-chair if the chair will be unable to receive the letter within 5 days.
2. Members of the Governors' Complaints Panel should have no prior knowledge of the complaint and it is, therefore, unlikely that staff governors will be members of the panel.

#### **Guidance on the role of the Governors' Complaints Panel:**

Although this is a formal meeting, every effort should be made to make it as informal as possible for all concerned. Consideration may need to be given to the seating arrangements to make everyone feel equal and comfortable.

The Complaints Panel must be made up of at least three members. Notes should be taken of the meeting, listing who is present:

Governors, stating who is in the Chair  
Headteacher and any other members of school staff  
Parents and anyone accompanying them e.g. friend  
Clerk

Everyone attending should be in the room at the same time and the chair should open the meeting stating the purpose and the format of the meeting to clarify this to all in attendance. People present should introduce themselves stating their reason for being at the meeting.

The chair of the Governors' Complaints Panel should request a verbal statement from the parent in support of his or her written letter of complaint and why they feel the issue has not been resolved. The Governors' Complaints Panel members can ask questions to make sure they understand the issue from the parent's point of view.

The chair of the Complaints Panel should request a verbal statement from the head teacher in support of his/her written account of the complaint and the steps taken to resolve the issue. The Governors' Complaints Panel members can ask questions to make sure they understand the issue from the head teacher's point of view.

The members of the Complaints Panel should make sure they fully understand the issues and ask any further questions to clarify any points that are still not clear to them. The chair of the Complaints Panel must ask the complainant and the head teacher if they are satisfied that they have provided all the information they wanted or if there is something they wish to add and if they feel they have had a fair hearing. When this is confirmed and the panel members understand all the issues, the chair will ask all parties to leave except the panel members and the clerk.

The Governors' Complaints Panel members then discuss the issues in private and the clerk remains to record the decision. They will need to consider the information, come to a decision and suggest a way to resolve the issue taking into account the best interests of the child or children. When they have reached a decision they will inform everyone concerned as soon as possible, but in any event, in writing within 10 school days of the panel meeting.

The decision of the Governor's Complaints Panel is final.

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**Once a Governor's Complaints Panel has heard a complaint, and it is clear that correct procedures have been followed, that specific complaint cannot be reopened. If a request is received in this respect, the chair of governors should inform the complainant that the matter is closed.**

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**If, the concern or complaint is specifically about the head teacher and is unable to be resolved at the informal stage, then it will be necessary for the complainant to formally complain to the Chair of Governors. The school will provide the Chair of Governor's name and the complainant should write to him or her at the school address marking the envelope 'urgent and confidential'. The Chair of Governors should acknowledge the complainant's letter in writing within 5 school days of receipt and contact a Governor Support Service Officer for advice.**

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**Some complaints regarding admissions, the curriculum or special educational needs are covered by statutory regulations. The head teacher or**

**deputy head teacher can give information about these issues or advice can be sought from the Customer Service Centre on 0844 800 8001 or e-mail: [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)**

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**The school maintains a Central Complaints Record from February 2009, which is held in the Head teacher's office**

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### **Boarding pupils and parents/carers**

At Sidestrand Hall school we attempt to look after the children in the residential provision in a way that meets their needs in a safe, fair and child focused way. However, at times there may be situations that range from a difference in opinion to a serious grievance that may cause a need for a complaint. For which boarding pupils and parents/carers are able to make a complaint directly to Ofsted.

All children on admission to residential boarding are given the boarding complaints leaflet, which outlines how they can raise a concern or complaint. On admission of a child the Head of Child Care will send out information to parents/carers or those with legal responsibility/social workers regarding our complaints policy. This will include the information that any complaint (formal or informal) can be made directly to:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 1231231 (helpdesk)

*Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)*

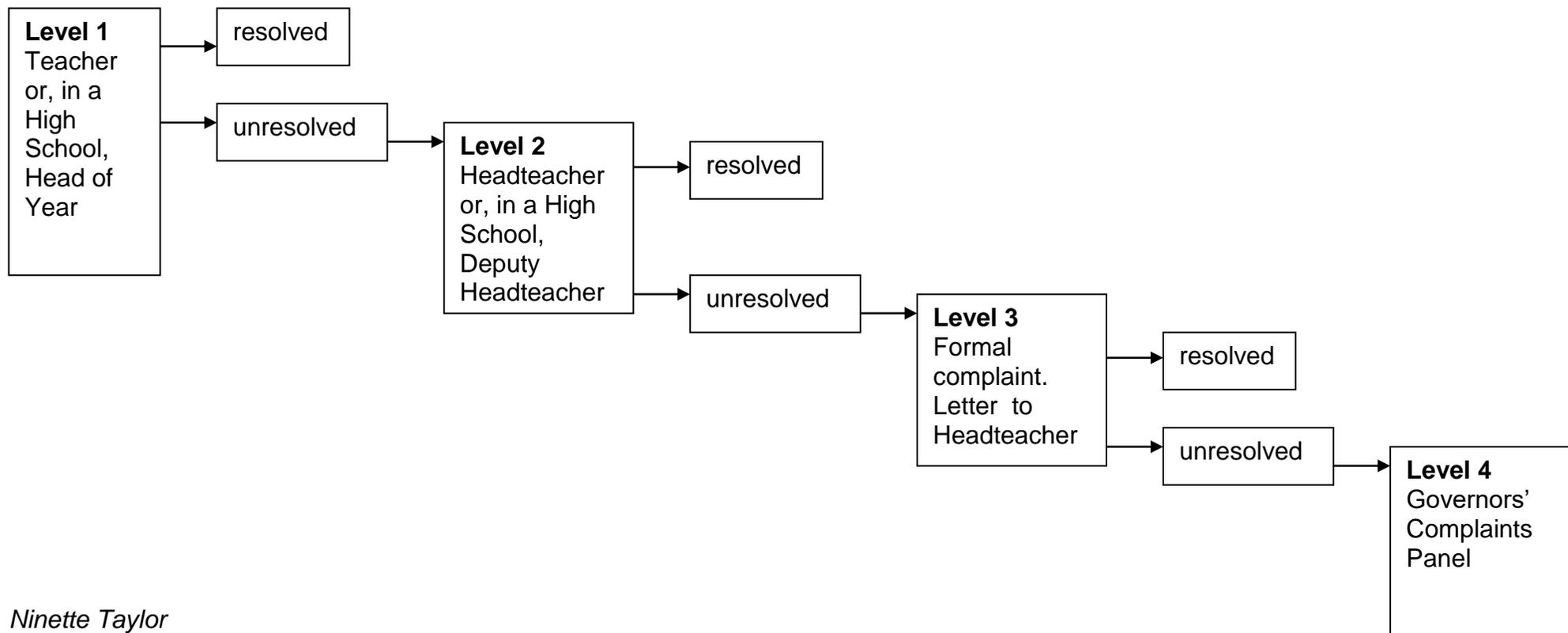
Or you can fill in an online complaints form at <http://live.ofsted.gov.uk/onlinecomplaints>.

A concern/complaint may be made by the child and their parents/carer/other interested parties. All residential staff will encourage children to raise a concern/complaint if they believe they have been treated unfairly in any way. All boarding pupils have an individual complaints record held within their case file.

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Please see the next page for flowchart.

**Flowchart of procedure for handling concerns and complaints:**



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*Education Advice Officer*  
*Children's Services*  
*09.01.06 vers 4*