



**CHESTERTON  
COMMUNITY COLLEGE**

**Chesterton Community College  
Complaints Procedure**

**Last Reviewed November 2016**

**To be reviewed November 2018**

# Chesterton Community College

## Complaints Procedure

### IMPORTANT

This document describes our **formal** complaint procedure. It is our belief and intention that parents, carers and others involved in the life of the school should feel able to raise concerns **informally** in the first instance, confident that their concerns will be treated seriously, courteously and effectively. If you have any concerns, the first person to contact is your child's form tutor or, if that is not appropriate for any reason, please contact the Head of House. If you remain dissatisfied after speaking and/or meeting informally with relevant members of staff, a formal complaint may be made by completing the Formal Complaint Form at the end of this document and returning it to the Head Teacher, Chesterton Community College, Gilbert Road, Cambridge CB4 3NY. If you need any help or support to complete the Formal Complaint Form please contact the Head's PA (Wendy Palmby) who will be able to advise you. The rest of this document describes the formal complaints procedure which is set in train by completing and returning the Formal Complaint Form.

### Introduction

This document describes the 3-stage procedure to be followed when a formal complaint is made by a parent, carer or other member of the school community about the conduct of the school or the actions of any member of staff or of the Governing Body. It is in line with the recommendations in the Department for Education guidance School Complaints Procedures, 2011. It describes a 3-stage procedure which aims to seek a resolution to any formal complaint and to restore positive relationships. It excludes the following types of complaint which are subject to other statutory procedures: complaint by a member of staff (Grievance Procedure) and issues relating to pupil exclusion (Behaviour Policy), admission to school (Admissions Policy), child protection/ safeguarding (Safeguarding Policy) and special educational needs and disability (SEND Policy).

Whilst following this Complaints Procedure we comply with our duties under the Equality Act 2010 and other relevant employment legislation.

The trust will investigate and provide a written response to the complainant.

Action against individual members of staff will not be disclosed on the grounds of confidentiality.

### Stage One – complaint heard by the Head Teacher

The first stage of the Complaints Procedure is a formal written complaint to the Head Teacher, consisting of a covering letter and a completed Formal Complaint Form.

Within 5 working school days, the Head Teacher will make an initial response to this to acknowledge receipt and make arrangements to investigate.

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Within 10 working school days of the Head Teacher's initial response, the Head Teacher will write a formal response to the complainant with the result of the investigation and a resolution of complaint. This letter will therefore be sent no more than 15 working school days from the receipt of the complainant's Formal Complaint Form and letter

The Head teacher's formal written response will include how the complainant may proceed to Stage 2 of the Complaints Procedure if not satisfied with the outcome of Stage One.

### **Stage Two – complaint heard by the Chair of Governors**

The complainant is to request in writing to the Chair of Governors that their complaint proceeds to Stage Two.

Within 5 working school days, the Chair of Governors will make an initial response to this to acknowledge receipt of the letter and to make any necessary arrangements for further investigation. If the Chair of Governor feels it would not be appropriate for him/her to investigate the complaint s/he may delegate the Vice Chair of the Governing Body or another governor to carry out the task and report to him/her.

Within 10 working school days of the Chair of Governor's initial response, the Chair of Governors will write a formal response to the complainant which will include the results of the investigation and details of how to proceed to Stage Three of the Complaints Procedure if the result of the Stage Two investigation is not satisfactory to the complainant.

### **Stage Three – complaint heard by the Complaints Appeal Panel of the Governing Body**

The complainant is to request in writing to the Chair of Governors that their complaint proceeds to Stage Three

The Complaints Appeal Panel of the Governing Body will consist of three to five members of the school's Governing Body who have no connection with the issues under review. The panel will choose their own Chair. The panel will include an independent external advisor not connected with the running and management of the school.

Within 10 working school days of receipt of the written request to proceed to Stage Three, the Chair of Governors will respond in writing to the complainant to

1. suggest a date for the Appeal Panel Hearing which shall be within 30 days of receipt of the written request to proceed to Stage 3
2. state the date by which the complainant and school will receive a written response from the Chair of the Panel stating the outcomes of the Appeal Panel Hearing and the reasons for them which shall be within 10 working school days of the Appeal Panel Hearing and
3. invite further written submissions from both sides to be reviewed at the Appeal Panel Hearing which are to be received no later than the day before the Appeal Panel Hearing.

### **Further Appeal**

Under this Complaints Procedure there is no provision for further appeal beyond Stage Three within the school. Further courses of action available to complainants are

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- appeal to the Education Funding Agency for further investigation. In which case, complainants should complete the Schools Complaints Form here [<https://www.education.gov.uk/schools/leadership/schoolperformance/schoolcomplaints-form>] or write to Department for Education, Castle View House, East Lane, Runcorn, Cheshire, WA7 2GJ or
- write to the Secretary of State for Education, Sanctuary Buildings, Great Smith Street, Westminster, London, SW1P 3BT to ask for the case to be reviewed.

[Type here]

## Formal Complaint Form

We are sorry if you feel that your concerns have not been satisfactorily addressed by informal means within school. Please consider whether talking to another member of staff or governor might help to resolve the issue before taking this step of registering a formal complaint.

If, however, you would like to proceed with a formal complaint, please complete and return this form to the Head Teacher, Chesterton Community College, Gilbert Road, Cambridge, CB4 3NY. Thank you.

Your Name	
Student's name	
Your relationship to the student	
Full postal address	
Daytime telephone number	
Evening telephone number	
Email address	
Please give details of your complaint	
What action, if any, have you already taken to try to resolve your complaint? Who did you contact and what was the response?	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	

Signature:

Date:

Complaint referred to:

OFFICIAL USE

Date acknowledgement sent:

By whom:

Date:

[Type here]