



PLYMSTOCK SCHOOL

Compliments, Comments, Concerns and Complaints Policy

Governors' Personnel Committee

Leader Officer: Mr. K Dyke

Review: Summer 2019

School Complaints Officer Name: Mr. K Dyke (Deputy Headteacher)

School Complaints Officer Contact Details:

Plymstock School

Church Road

Plymstock

Plymouth

Devon

PL9 9AZ

kpdyke@plymstockschool.org.uk

If you have a compliment, comment, concern or complaint...

We would like you to let us know. You are requested to raise directly with the school any issues regarding the school or its staff before posting any comments or pictures/videos on social media that have implications for the school or its staff. All members of staff are familiar with the procedure and are able to assist you.

- **Compliment** – We like to hear when we have done a good job so that we can share what we do well with the staff and children to ensure we continually improve.
- **Comment** – We welcome suggestions for improving our work.
- **Concern** – A concern is an expression of worry or doubt over an issue considered to be important for which reassurances are sought. Please tell us of any concern you have as soon as possible so that we can try to resolve it.
- **Complaint** – A complaint is a concern which has not been satisfactorily resolved. If you feel we have not dealt satisfactorily with your concern, please tell us as soon as possible that you wish to make a formal complaint, as it is difficult for us to investigate properly an incident or problem that happened some time ago.

If at any formal stage of the complaint it is determined that staff disciplinary or capability proceedings are necessary in order to resolve the issue, the details of this action will remain confidential to the Headteacher and/or the individual's line manager. As the complainant you are entitled to be informed that action is being taken, but you are not entitled to participate in the proceedings or receive any detail.

We will not usually investigate complaints about issues and incidents that are more than three months old. We aim to keep to the timeframes outlined for Stages 2 and 3 in the attached flowchart, but sometimes more complex complaints take longer to investigate. If this is the case, we will keep you informed of progress.

If you seek to remain anonymous it may not be possible to act. However, if an anonymous complaint is received which may need to be treated as a child protection matter it will be dealt with under the appropriate statutory procedure.

Complaints should be made individually and not be made on behalf of someone else or part of a group.

If you are a parent/carer be assured that no matter what you want to talk to us about, our support for you and your child will not be affected in any way.

This policy does not cover the following types of complaints for which there are statutory or formalised procedures in place:

Procedure dealing with:	Further information available from:
Appeals with respect to admissions	See Plymstock School's Admissions policy or contact the local authority's School Admissions Team Telephone: 01752 307481
Appeals with respect to exclusion of pupils	See Plymstock School's Behaviour policy or contact the local authority's Inclusion and Attendance Manager Telephone: 01752 307471
Special Educational Needs Statements/Education Health and Care Plans	Local authority's 0-25 SEND Statutory Assessment Team Telephone: 01752 307409
National Curriculum and Religious Education	Local authority's Education and Learning team Telephone: 01752 307485
Child Protection Issues	Plymouth Gateway Telephone: 01752 668000
Child Protection Investigations against staff	Local Authority Designated Officer Telephone: 01752 307144
Whistleblowing	Plymstock School has an internal whistleblowing procedure for employees and voluntary staff which is

	available from the school office.
Staff grievances and disciplinary procedures	Plymstock School has an internal grievance and disciplinary procedures for employees which are available from the school office.
Subject Access Requests and Freedom of Information requests	See Plymstock School's Data Protection policy.
Services provided by other external organisations who use the school premises or facilities	External providers should have their own complaints procedures and should be contacted direct.
Services provided by Plymouth City Council	Local Authority's Customer Services team Telephone: 01752 668000

What to do first if you have any concerns

Most concerns can be sorted out quickly by speaking with your child's class teacher, or another member of staff.

If you have a concern that you feel should be looked at by the Headteacher you can contact them first. It is usually best to discuss your concerns face to face. You may need to make an appointment to do this, and can make one by phoning or going to the reception. You can take a friend or relation to the appointment with you if you want to.

All staff will make every effort to respond to your concerns informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case they will come around to your point of view but it will help both you and the school to understand both sides of the issue. It may also help to prevent a similar problem arising again.

What to do next

If you are dissatisfied with the response to your concern you can make a formal complaint to the Complaints Officer. This can be done verbally or by completing the attached complaint form. Please contact the school office if you need assistance with this.

The Complaints Officer will investigate the complaint and may interview any members of staff or pupils involved. The Complaints Officer will ask to meet you for a discussion of your complaint and the outcome of the investigation. Again, you may take a friend or relation with you if you wish. You will receive a written response to your complaint.

If your complaint is about an action of the Headteacher or a member of the Board of Governors, then you should refer it to the clerk to the Board of Governors instead of the complaints co-ordinator. (see 'If you are still unhappy' section below).

If you are still unhappy

The complaint will normally be resolved by this stage. However, if you are dissatisfied with the response you may wish to contact the clerk to the Board of Governors to ask for your complaint to be referred to the Board of Governors' Complaints Appeal Panel. You can contact the clerk at the school address.

The clerk will convene a panel at a mutually convenient time. Your complaint will then be reviewed by a panel of two governors who have no previous knowledge of the issue, plus an independent person not connected to the school, and so will be able to give it a fresh assessment. This may involve interviews with key members of staff relevant to the complaint. Additionally, you, may be invited to attend and speak to the panel at a meeting. You may take a friend or relation with you if you wish. Please remember that a complaints appeal panel process is designed to find a formal resolution. If a formal meeting is called, it is therefore not appropriate to bring legal representation with you. Any meeting would be as informal as possible, and notes would be taken of that meeting.

The Complaints Appeal Panel can make the following decisions:

- Dismiss the complaint in whole or in part
- Uphold the complaint in whole or in part
- Decide on the appropriate action to be taken to resolve the complaint
- Recommend changes to the school's systems or procedures to try to ensure that problems of a similar nature do not reoccur

Following completion of the process the clerk will issue a letter confirming the panel's decision.

Further action

Complaints about school problems are almost always settled within the individual academy but, if you are dissatisfied with the school's internal procedure you must then refer your complaint to the Westcountry Schools Trust Board. If you wish to do this, please address your complaint to Mr Rob Haring (Chief Executive Officer).

If you are still dissatisfied after exhausting both school and Trust procedures you are entitled to complain to the Education Funding Agency. Complaints about academies can be sent by going online at www.education.gov.uk/help/contactus or by post to Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester M1 2WD

Unacceptable behaviour

As a school, we are committed to dealing with all complaints fairly and impartially, providing a high-quality service to those who make them. We will not normally limit the contact complainants have with the school. However, there are a small number of people who hinder our work with serial or persistent complaints, for example where the school is contacted repeatedly by an individual making the same points, or who asks us to reconsider our position. We consider this unacceptable behaviour

and will inform the individual and ask them to change it. If the unacceptable behaviour continues, we will act to restrict their contact with our school staff. In all cases where we decide someone's behaviour is unacceptable, we will write to tell them why, what action we are taking and how long it will last. We will also tell them how they can challenge the decision if they disagree with it. New complaints from people whose behaviour has been unacceptable in the past will be looked at without bias.

We also do not expect our staff to tolerate behaviour that is unacceptable, for example, abusive, offensive or threatening and we will act to protect our staff from such behaviour, including reporting the matter to the police or taking legal action. In such cases, we may not give warning of that action. Alternatively, we may temporarily bar such an individual from the school premises. We will write to tell them why they are being barred from the school site, how they can maintain contact with the school, and how long it will last.

Anyone wishing to complain about being barred can do so by letter or email to the Headteacher or Chair of Governors. However, complaints about barring cannot be escalated to the Secretary of State or the Education Funding Agency.

Plymstock School Complaint form

This form is designed to help you ask the complaints co-ordinator to investigate your formal complaint, or where your complaint is against the Headteacher to ask the Clerk to the Board of Governors to arrange a Complaints Appeal Panel meeting.

Please complete this form and return it to Kevin Dyke (Complaints Officer) who will acknowledge receipt and explain what action will be taken.

If you need assistance with completing this form please contact the school administrator or parent support adviser.

Your name:	
Child's name:	
Your relationship to the child:	
Your address:	
Your postcode:	
Your telephone number (daytime):	
Your telephone number (evening):	
Your email	

Please give details of your complaint including dates, names of staff and what happened:

What have you already done to try and sort out your complaint, including who have you spoken to at school and what did they say?

What do you feel would be a satisfactory and reasonable outcome to this complaint?

If you have attached any relevant documents to this form please list them below:

Your signature:

Date:

OFFICIAL USE

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Data Protection Act – We will hold personal data about you in our files and on computer. We will hold this data securely and only use it to help us to deal with your comment or complaint. You have rights under the Data Protection Act 1998 to have a copy of your personal data. There are exceptions to this right, the main one being where we feel that releasing particular information to you would prevent us from properly investigating your complaint. A fee will normally be charged. Analysis will be restricted to types of complaints and individual complainants will not be identified. The analysis will be reported to the Board of Governors on an annual basis. The reporting will include identifying particular trends of complaints, which may require some change in the school's procedures.