

Parental & External Relationships: Complaints Policy

Starting Date	Review Date	Co-ordinator	Responsible Body
January 2018	September 2018	Headteacher	The Good Shepherd Trust

The Good Shepherd Trust and local governing body (We) aims to provide an excellent education and that the headteacher and school personnel work very hard to build positive relationships with all parents/carers and others. That said, in line with Section 29 of the Education Act 2002, the Trust has in place clear procedures to deal with complaints i.e. in writing or email, made against the school or individuals connected with it.

Governors are aware that in line with the Education Act 1996, parents/carers have the right to complain directly to the Trust about any matter relating to the school's curriculum and any issue relating to the general education that we provide.

Governors have a duty to publish the complaints procedure on the school website with hard copies available from the school office or in the School Handbook.

Governors believe that complaints can be kept to a minimum by forging strong positive relations with everyone connected with the school and by having in place very good lines of communication.

Aims

- deal with any complaint against the school or any individual connected with it by following the correct procedures.
- deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant.
- work with Trust and other local schools to share good practice in order to improve this policy.

Responsibility for the Policy and Procedure

Role of The Trust

- a duty to have in place a complaints procedure
- delegated powers and responsibilities to the governing body
- to hear any formal appeal against the governing body's decision

Role of the Governing Body

- a duty to have in place a complaints procedure
- delegated powers and responsibilities to the headteacher to ensure all school personnel are aware of and comply with this policy
- responsibility for ensuring all policies are made available to parents/carers
- responsibility for the effective implementation, monitoring and evaluation of this policy

Role of the Headteacher

- ensure all school personnel and parents/carers are aware of this policy
- monitor the effectiveness of this policy
- annually report to the governing body on the use of this policy

How to make a general complaint

Please see attached process flow chart number 1 on page 3.

How to make a complaint against the Headteacher

Please see attached process flow chart number 2 on page 4.

Raising Awareness of this Policy

- in the School Handbook/Prospectus (if the school has one)
- on the school website
- in reports such as headteacher reports to the governing body

Training

All staff will receive training on Fostering Positive Relationships with parents/carers and other external partners to ensure complaints are kept to a minimum and resolved amicably.

Monitoring and Review

- The headteacher logs all complaints received by the school and records how they were resolved. The governing body discuss this log annually.
- A continuous process of self-evaluation by the governors will monitor the process of dealing with complaints.
- Governors take into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy.

Monitoring the Effectiveness of the Policy

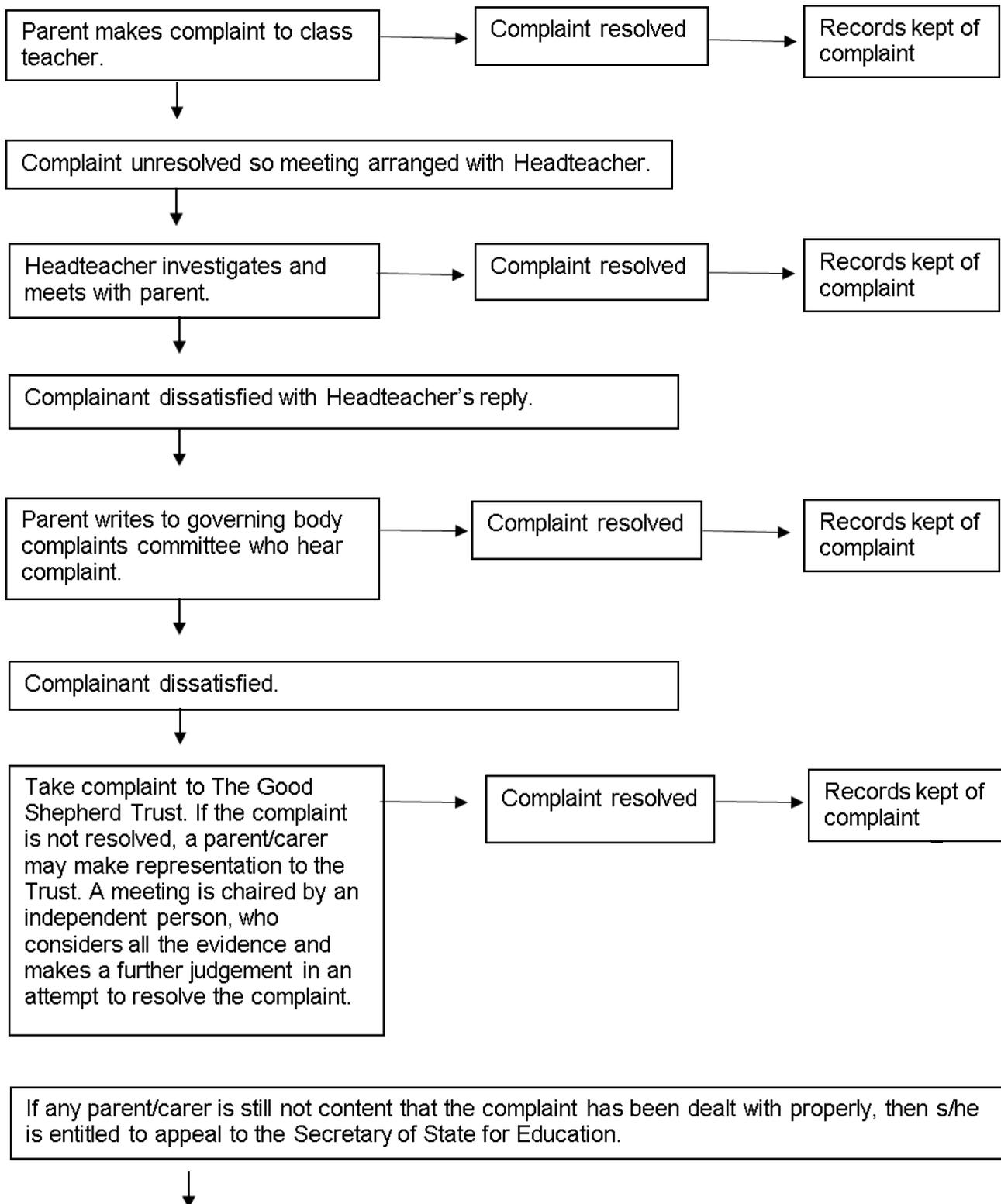
The practical application of this policy will be reviewed annually or when the need arises by the headteacher and the Effectiveness Committee.

A statement of the policy's effectiveness and any recommendations for improvement will be presented to the governing body for further discussion and endorsement.

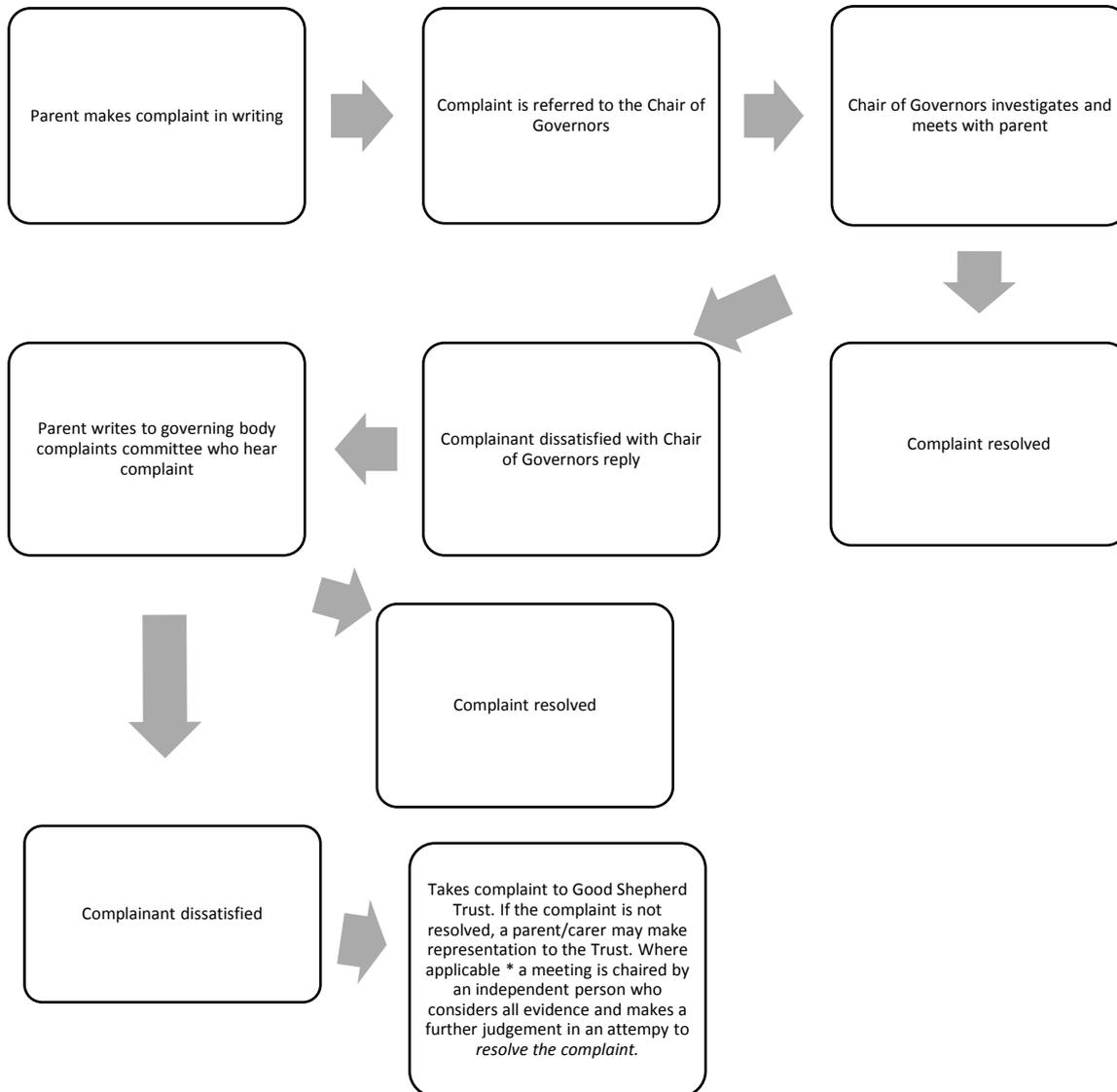
Headteacher:		Date:	January 2018
Chair of Governing Body:		Date:	January 2018

(see complaints procedure guidance below)

General School Complaints (each step taken as swiftly as practically possible)



Complaint against a Headteacher (each step taken swiftly as practically possible)



Note:* where the complaint against the Headteacher includes a complaint about the Headteacher referring a safeguarding matter to the Local Authority Social Services, the Chief Executive will decide the appropriate course of action, as Headteachers have a statutory duty to refer concerns.

If any parent/carer is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.