



North

Yorkshire County Council

Children and Young People's Service



King James's School

GENERAL COMPLAINTS PROCEDURE

Leaflet for Complainants

King James's School

Overview of Complaints Procedure

What to do if you have a concern or a complaint?

We aim to work closely with parents and carers so that all young people can enjoy school and learn effectively. We take all complaints seriously, as it helps the school improve its practices.

However, sometimes problems do occur. The best person to talk to first is usually your child's form tutor, subject teacher, learning manager or pastoral officer.

If you are still worried or concerned, the Headteacher or appropriate senior member of staff will be happy to talk to you at a mutually convenient time. Please call the school on 01423 866061 and ask to speak to the Head's PA, who will help direct your complaint to the most appropriate person or arrange for you to talk to the Headteacher.

Alternatively, you can write to the Headteacher explaining your complaint and what you would like to happen.

This is part of a full procedure the school has in place which has been approved by the Governing Body. If the Headteacher cannot resolve the issue or the complaint is about the Headteacher, you should then write to the Chair of Governors.

Please do not hesitate to contact us if you have any questions.

KING JAMES'S SCHOOL COMPLAINTS PROCEDURE

How do I let the school know that I have a concern or complaint?

The first action you need to take is to contact your child's class teacher, subject teacher, learning manager or pastoral officer. Let the school know as soon as possible that you have a concern or a complaint and give the school the opportunity to investigate the matter properly.

Most concerns or complaints can be sorted out this way. Remember, do not leave it too long to report your concern because it can be difficult to investigate something that happened some time ago. It is also helpful if you can provide a short written statement of your concern or complaint. This will help to avoid any misunderstanding and provides a written record of your concern or complaint.

This is known as the "informal" stage and the school will do everything possible to address your concerns at this stage.

I am not a parent/carer but would like to complain. How do I let the school know?

Please call the school on 01423 866061 and ask to speak to the Head's PA. She will direct your complaint to the most appropriate person or arrange for you to meet the Headteacher.

FORMAL COMPLAINT STAGE ONE

If you feel that the informal talk with the teacher or Headteacher has not resolved the issue, you can now take the complaint through a formal procedure. All schools have in place a complaints procedure. This is a formal process which enables you and the school to address your concerns. It is very important that you follow the procedure carefully to ensure that the school can do everything possible to resolve the issue. It is particularly important that you do not miss out any stages or try to solve the matter in other ways as this may prevent the school from dealing with your complaint in the correct manner.

To begin this process you must write to the Headteacher explaining clearly and briefly what your concern is and what outcome you would like to see to resolve it. If you prefer, you can use the form provided at the end of this leaflet.

What if my complaint is about the Headteacher?

If your complaint is about the Headteacher, then please go to Formal Complaint Stage Two. You will need to write to the Chair of Governors at the school and explain your complaint, stating what outcome would resolve your issue. The Chair (or a governor delegated by the Chair) will then investigate your complaint following the Stage Two procedure (see below).

Stage One timescales

The designated member of staff/Headteacher will send you an acknowledgement letter within 5 working days of receiving your written complaint and will confirm details of the complaint to be investigated and who will be investigating the complaint.

The designated member of staff/Headteacher will then write to you within 20 working days of receipt of your complaint to advise you of the outcome of the investigations in writing.

FORMAL COMPLAINT STAGE TWO

What if I am not satisfied with the outcome of the investigation?

If you are not satisfied with the outcome of the first stage of the investigation, or if your complaint is against the Headteacher, you can move to the second stage of the formal complaints process.

You now need to write to the Chair of Governors and explain your complaint clearly and briefly, stating what outcome you want in order to resolve the issue. If the Headteacher has previously considered the complaint, state why you are dissatisfied with the response, and what outcome you hope to achieve.

The Chair (or a governor or governors delegated by the Chair) will then investigate your complaint. This may include meeting with you. You may be accompanied at any meeting by a friend or adviser but you must tell the Chair in advance that you will be accompanied. The Chair or the designated governor will then write to you with the outcome of their investigations.

Stage Two timescales

The Chair will send you an acknowledgement within 5 working days of receiving your complaint.

The Chair will then write to you within 20 working days of receipt of the complaint and advise you of the outcome of the investigations in writing.

FORMAL COMPLAINT STAGE THREE

If I am still not satisfied is there anything else that I can do?

You can write to the Clerk to Governors at the school and ask that your complaint be considered by the Complaints Appeals Panel of the governing body. The Panel will not include any governor who has been involved in the prior investigation of your complaint or who has prior knowledge of the complaint.

The Clerk will arrange a hearing by the Complaints Appeals Panel and you will be invited to attend the hearing (with a friend or adviser) to explain your complaint.

The Clerk will make sure that you are kept fully informed and guide you through the procedure.

After the hearing, the Chair of the Appeals Panel will write to you and let you know the Panel's decision.

Stage Three timescales

The Clerk will acknowledge your request within 5 working days of receiving it.

The Clerk will set up a Complaints Appeals Panel hearing within 20 working days.

At least 7 working days prior to the meeting the Clerk will:

- notify all parties of the date, time and place of the hearing
- provide all parties with a copy of any written representations submitted
- provide all parties with details of the format of the hearing
- ask the parties whether they have any particular needs for the meeting, e.g. induction loop, translator
- confirm who will be in attendance at the hearing or whether they wish to rely upon written submissions.

Within 5 working days of the hearing the Clerk will inform all the parties concerned in writing of the decision(s) of the Complaints Appeals Panel.

If I am still not satisfied is there anything else that I can do?

Once the Complaints Appeals Panel has made its decision then that is the final step in the school's complaints procedure.

If you feel that the governing body has acted or intends to act unreasonably, or that it has failed to discharge its duties, then you can write to the Department for Education, 2nd Floor, Piccadilly Gate, Manchester M1 2WD.

I am making a complaint about a governor. What should I do?

Write to the Clerk to Governors. Explain the issue and what resolution you are seeking. If the complaint is about an individual governor, the Chair (or a designated governor if it is about the Chair) will investigate the issue and write to you with the findings. If after this stage you are still seeking a resolution, you will need to write to the Clerk again and request a third stage Complaints Appeals Panel hearing. This will be conducted as above.

If your complaint is about the full governing body, please write to the Clerk as above. The Clerk will liaise with the local authority to resolve the issue.



King James's School

King James Road, Knaresborough, North Yorkshire HG5 8EB

It will help us if you use this form to make your complaint but please write a letter if you prefer, covering all the points on the form. Please continue your answers on a separate sheet if there is not enough space on this form. When you have filled in the form, send it to The Headteacher or Chair of Governors, King James's School, King James Road, Knaresborough, North Yorkshire HG5 8EB. If you need any help completing this form please contact the school.

We will only process your personal data in order to respond to your complaint. In general it will be used for administrative and statistical purposes.

Your name

Mr <input type="checkbox"/>	Ms <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Other
First name (BLOCK CAPITALS)				
Surname (BLOCK CAPITALS)				

Your address

	Postcode
--	----------

Daytime tel. no.

Mobile tel. no.

Email address

Do you have any special requirements, for example if English is not your first language, disabilities?

Have you contacted the school about this matter before?

Yes No

If yes, who did you contact, when and how?

Have you received a reply?

Yes No

If so, when was this?

Please explain your complaint and how would you like to see the matter resolved?

What action, if any, have you already take to try to resolve your complaint? (Who did you speak to and what was the response?)

What actions do you feel might resolve the problem at this stage?

Please use additional sheets if required.

If you have any documents to support your complaint, please send them with this form. Please tick the box if you would like them returned to you.

We will send an acknowledgement within 5 working days of receiving your complaint and will tell you what is happening. If a further response is required, this should reach you within 20 working days.

FOR OFFICE USE ONLY

Complaint reference Date Received

Acknowledgement sent

Substantive reply sent