



# St Joseph's College Complaints Policy & Procedures

**Date Reviewed – Autumn 2<sup>nd</sup> Half-Term 2023**

**Next Review Date – Autumn 2<sup>nd</sup> Half-Term 2024**

**Policy Author – Mr G Mantillas (Acting Headteacher)**

**Chair of Governors signature: Mr S Horsman**

A handwritten signature in black ink, appearing to read 'S. Horsman', is written over a white oval background.

*To inspire the minds of all generations through education, with fearless faith.  
As a united community we demonstrate our Lasallian values of faith, service, and respect.*

**Mission Statement**

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## 1. Policy

St Joseph's College aims to ensure that any complaint by a parent/carer is managed fairly, sympathetically, efficiently and at the appropriate level and that it is resolved as quickly as possible. SJC would never wish for a parent/carer to feel, or be made to feel, that a complaint would not be taken seriously, or that in making a complaint, that this might have a negative effect on their child, or his/her opportunities at the College.

SJC will aim to resolve every complaint in a positive way and always in a transparent manner.

SJC expects that most complaints can be resolved informally but guarantees to treat all complaints seriously and confidentially, whether raised informally or formally.

SJC will make parents aware of the existence of this Complaints procedure, through publication on the College website. A hard copy of this policy can be requested from the College office.

## 2. Legislation

2.1 This Policy is compliant with Schedule 1, Part 7 of the Education (Independent School Standards (England) Regulations 2014.

## 3. Scope

This Policy applies to all complaints other than the following, where separate procedures apply:

- Child Protection issues.
- Exclusions.
- Appeals concerning Special Needs Assessments.
- Appeals concerning admissions.
- Staff disciplinary matters.
- Concerns relating to the curriculum of the College or to its religious education.

## 4. Stage 1: Informal Complaints

4.1 Most complaints where a parent/carer seeks intervention, reconsideration, or some other action to be taken, can be resolved informally. Examples might include dissatisfaction about some aspect of teaching, disciplinary matters (but not exclusions) and issues manifested outside the classroom. Parents/carers should raise the complaint initially with the subject teacher, Head of Department, Head of Year, Senior Leadership Team (Inclusion) or the Headteacher as appropriate, at a meeting.

4.2 **Unresolved complaints:** A complaint that has not been resolved by informal means should be notified as a formal complaint in accordance with Stage 2 below.

- 4.3 **Record of Complaints:** In the case of complaints raised under Stage 1, the only record of the complaint and its resolution will be file notes by the person dealing with the complaint and/or file correspondence between the person raising the concern and the respondent.
- 4.4 **Timescales:** Complaints should be raised within 10 working days of the matter that arose which gave rise to the complaint. The school will aim for this Informal Stage to be completed within 10 working days. Any complaint received during a school holiday or within 10 working days of the end of term or half term may take longer to resolve.

## 5. **Stage 2 - Formal Complaints – Referral to the Headteacher or Chair of the Governing Board**

- 5.1 **Notification:** An unresolved complaint under Stage 1, a complaint that needs investigation or a more serious dissatisfaction with some aspect of SJC's policies, procedures, management or administration, should be set out in writing using the Complaints Form (Appendix 1). This should include full details and be sent with all relevant documents and full contact details to the Clerk of the Governing Board for the attention of the Headteacher. If a formal written complaint is received by another member of SJC's staff, this should be immediately passed on to the Headteacher.
- 5.2 **Acknowledgement:** The complaint will be acknowledged in writing normally within **3 working days** of receipt during term time and as soon as practicable during the holidays. The acknowledgement will indicate the action that is being taken and the likely timescale for resolution, in accordance with this Policy as set out below.
- 5.3 **Investigation and resolution:** The Headteacher will determine who has responsibility for responding to a formal complaint, including the decision about his own involvement. Subject to that proviso, the Headteacher may deal with the matter personally or delegate a senior member of staff to act as Investigating Officer. The Investigating Officer may request additional information from the complainant and will fully investigate the issue. In most cases, the Headteacher or Investigating Officer will meet or speak with the parent/carer to discuss the matter. Unless unavoidable, members of the Governing Board should not become involved at this stage to avoid prejudicing their possible future involvement. The Investigating Officer (if not the Headteacher) should write a written recommendation of outcome to the Headteacher, who will in turn inform the complainant.
- 5.4 **Record of Complaints:** Written records will be kept of any meetings and interviews held in relation to the complaint.
- 5.5 **Unresolved Complaints:** These will be referred to Stage 3 (see below).
- 5.6 **Timescales:** Complaints should be raised within 10 working days of the matter that arose which gave rise to the complaint. The school aims to inform any complainant of the outcome of an investigation and the resolution to the complaint within 20 working days from receipt of the

complaint. Any complaint received during a school holiday or within 20 working days of the end of term or half term may take longer to resolve.

## 6. Stage 3: Complaint Heard by Governing Board Complaints Panel (GBCP)

- 6.1 **Request:** A request for a complaint to be heard by the Governing Board Complaints Panel, hereafter referred to as the GBCP (an appeal) must be made in writing within 10 working days of the date of the school's decision made at Stage 2. This request should be made to the Headteacher (by letter or e-mail) including a copy of the original written complaint and also indicating which matters remain unresolved. No new complaint may be included. Upon receipt of the written complaint it will be forwarded to the relevant members of the Governing Board.
- 6.2 **Acknowledgement:** Where an appeal is received, the Clerk to the GBCP will acknowledge, in writing, receipt of the appeal and inform the complainant of the steps involved in the process. The Clerk will be the contact point for the complainant throughout the duration of this stage.
- 6.3 **Panel Hearing:** The Clerk will aim to convene a GBCP Hearing as soon as possible, normally no later than 20 working days after receipt of the Stage 3 complaint. The final decision should be communicated no later than 10 working days after the Hearing has taken place so that the total time between the submission of a Stage 3 complaint Hearing and communication of the GBCP's findings is no more than 30 working days.
- 6.4 **Panel Membership:** The GBCP will consist of three Governors of the Governing Board who have not previously been involved in the complaint. In deciding the make-up of the GBCP, Governors will try and ensure that it is a cross-section of the categories of Governor and be sensitive to the issues of race, gender and religious orientation. The GBCP will select its own Chair.
- 6.5 **The GBCP can:**
- 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; and/or
  - Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.
- 6.6 **Attendance:** In addition to the Panel itself (see 6.4), the following are entitled to attend the Hearing, submit written evidence and address the Panel:
- The parents/carers and/or one named representative;
  - The Headteacher and/or one named representative and
  - Any other person who the GBCP considers to have a reasonable and just interest in the appeal and whose contribution would assist the GBCP in their decision making.

- 6.7 **Evidence:** All parties will be given the opportunity to submit written evidence to the GBCP in support of their position including: documents; chronology and key dates and written statements setting out further detail of the issues.
- 6.8 All written evidence must be received by the Clerk no later than 5 working days in advance of the GBCP Hearing. The Clerk will distribute the evidence to all parties no later than 3 working days in advance of the GBCP Hearing.
- 6.9 The evidence will be considered by the GBCP along with the initial complaint.
- 6.10 The aim of the Hearing, which will be held in private and on the school's premises, will always be to resolve the complaint and achieve reconciliation between SJC and the complainant.
- 6.11 The GBCP will reach a decision and make any recommendations within 10 working days of the Hearing, as noted in 6.3 above. The decision reached by the GBCP is final.
- 6.12 The findings of the GBCP will be sent in writing by the Clerk to the parents/carers, the Governing Board (Chair), the Headteacher and, where relevant, to the person or persons about who the complaint was made. The letter will state the reasons for the decision reached and include any recommendations made by the GBCP.
- 6.13 **The Role of the Clerk:** All GBCP considering complaints must be clerked. The Clerk is the contact point for the complainant and is required:
- To set the date, time and venue of the Hearing, ensuring that the dates are convenient to all parties and that the venue and proceedings are accessible;
  - To collate any written material and send it to the parties in advance of the Hearing
  - To meet and welcome the parties as they arrive at the Hearing;
  - To record the proceedings; and
  - To notify all parties of the GBCP's decisions.
- 6.14 **The Role of the Chair of the Governing Body or Nominated Governor:**  
This is to check that the correct procedure has been followed and if a Hearing is appropriate, to notify the Clerk to arrange the GBCP.
- 6.15 **The Role of the Chair of the GBCP:** The Chair has a key role, ensuring that:
- The remit of the GBCP is explained to the parties and each party has the opportunity of putting their case without undue interruption or prejudice;
  - The offer of an interpreter is made if appropriate;
  - The issues are addressed;
  - Conjecture is challenged;
  - Key findings of fact are made;
  - Parents/carers or others who may not be used to speaking at such a Hearing are put at ease;
  - The Hearing is conducted with each party treating others with respect and courtesy;
  - The GBCP is open minded and acts independently;

- No member of the GBCP has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure;
- Each side is given the opportunity to state their case and ask questions; and
- Written material is seen by all parties. (If a new issue arises it would be useful to give all parties the opportunity to consider and comment on it.)

6.16 Record Keeping: The School will keep a record of all Hearings, decisions and recommendations of the GBCP.

## **7. Stage 4: Referral to the DfE**

7.1 If the parent/carer remains dissatisfied following Stage 3, and all attempts to resolve the complaint have been unsuccessful, for most schools you may refer your complaint to the Secretary of State for Education at the Department for Education (DfE)

## **8. Complaints against the Headteacher**

8.1 In the first instance, the parent/carer should write to the Chair of the Governing Board. This is Stage two of this formal complaints procedure.

8.2 The Chair will meet with the parent/carer within 5 working days, unless there are exceptional reasons which require a more urgent meeting, or unless the Chair and the parent/carer agree that there are sensible reasons for a longer delay.

8.3 If, following that meeting, the parent/carer wishes to pursue the complaint, the Chair will write to the parent/carer setting out their conclusions and the proposed course of action within 5 working days of the meeting.

8.4 If still dissatisfied, the parent/carer should then write to the Vice-Chair of the Governing Body indicating their desire to complain further, within 10 working days. This is Stage 3, and the Final Stage of the School's formal complaints procedure.

8.5 The Vice-Chair of the Governing Board will then convene a GBCP, which must include no fewer than three Governors excluding both the Chair of the Governing Body and any Governors who have been involved in the process. The Vice-Chair will chair the GBCP. The GBCP will also include one independent person normally from the LA for example the school improvement reviewer, who has no involvement in the management or running of the college. The GBCP may meet, individually or jointly, with the Headteacher and the parent/carer as part of their discussions, at their discretion. The GBCP will meet within 10 working days of the Vice-Chair receiving the written complaint.

- 8.6 The GBCP will report back formally within 10 working days of hearing the complaint and the Vice Chair will write to the parent/carer concerned directly.
- 8.7 If the parent/carer remains dissatisfied following Stage 3, then they have the right to raise the matter with the Secretary of State or his representatives through the routes described by the Education Funding Agency.

**Appendix 1**

**Complaints Form**

Please complete and return to the Clerk of the Governing Board who will acknowledge receipt and explain the complaints process.

Name	
Address	
Telephone Number (Day)	
Telephone Number (Evening)	
E-mail Address	
Name of Student	
Relationship to the Student (If Relevant)	
Brief details of complaint	
Action taken, if any, to seek to resolve the complaint? (e.g. who has been spoken to and what was the response?)	

Please note any possible actions that might in your opinion resolve the problem at this stage.

Please list the title of any relevant further information that is attached. Note: Any evidence or information will be formally acknowledged

Signature (Complainant) .....

Date .....

## Appendix 2

### **Model Procedure for conducting a Stage 3 Governing Body Complaints Panel (GBCP) Hearing**

- 1 The Chair of the GBCP should invite all parties (except any witnesses) into the room, introduce them and explain the role of each person.
  - 2 The Chair should explain to all present that the purpose of the Hearing is to review the complaint and try to resolve it and achieve reconciliation between the school and the complainant. However, it may only be possible to establish the facts of a situation and make recommendations about future action.
  - 3 The Chair should then ascertain whether the proposed procedure is acceptable. If so, the meeting will proceed along the following lines:
    - The complainant will describe her/his complaint and may call witnesses;
    - The Headteacher may seek clarification from the complainant and any witnesses;
    - The GBCP or its advisers may seek clarification from the complainant and any witnesses;
    - The Headteacher will respond to the complaint and may call witnesses;
    - The complainant may seek clarification from the Headteacher and any witnesses;
    - The GBCP (including any advisers) may seek clarification from the Headteacher and any witnesses;
    - The Headteacher will be given the opportunity to sum up;
    - The complainant will be given the opportunity to sum up and
    - Both parties will leave the room to allow the GBCP to deliberate but any advisers may remain to offer technical and procedural advice.
  - 4 The GBCP should make a decision or judgement on:
    - The validity of the complaint;
    - The propriety of action taken by the school and/or parent/carer; and where appropriate, the GBCP should also make recommendations on changes to the School's systems or procedures to ensure similar problems do not arise in the future.
  - 5 The decision or judgement will be confirmed in writing within **10 working days**.
- NB: If there is more than one complainant this procedure should be followed for each one in turn, unless the complainants agree to the complaints being held consecutively.