


**COMPLAINTS POLICY
 (INCLUDING COMPLAINTS AGAINST THE CURRICULUM)**

RESPONSIBILITY:	LEARNING & ACHIEVEMENT COMMITTEE
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PROPOSED BY:	STEVE ADAMS
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TYPE OF POLICY:	STATUTORY
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DATE AGREED BY LEARNING & ACHIEVEMENT COMMITTEE:	19 MARCH 2015
FREQUENCY OF REVIEW:	THREE YEARLY
NEXT REVIEW:	MARCH 2018

APPROVED BY:	FULL GOVERNING BODY
DATE APPROVED AND ISSUED:	23 MARCH 2015
SIGNATURE:	 CHAIR OF GOVERNORS

In reviewing this policy, Learning & Achievement Committee has taken into account the provisions of the Equality Policy (December 2012)



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Healthy Schools



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Policy Statement

Our policy is to ensure that any complaints are taken seriously and dealt with promptly and that we have in place a procedure for dealing with them.

Raising Concerns

At Vandyke Upper School “everyone matters”; therefore, in order for every student to develop to their full potential, it is vital that the school’s liaison with parents is of the highest quality possible. Although we hope you are generally happy with what the school is doing for your child, there may be times when you have questions or concerns which you wish to bring to the school’s attention.

The Informal Stage

Many concerns may be settled by contacting your child’s tutor or subject teacher, because they work regularly with your child. However, if your concern is of a more general nature or one which centres on a complaint about a teacher, your first point of contact should be your child’s Head of Year. You can contact any member of staff by letter, or by arranging an appointment to speak with them in person or on the telephone. We will respond promptly and politely, usually on the same day but definitely within two school days.

If you need to take the matter further, you should make an appointment to see the Headteacher or member of the Leadership Group.

Having done these things, if you remain unsatisfied with the school’s response to your concern, you may make a formal complaint.

The Formal Stage

A formal complaint needs to be submitted to the Headteacher in writing with your contact address and telephone number. A member of staff will be available to help you put it together if necessary. The Headteacher will contact you within two school days to confirm receipt of the complaint.

The complaint will be investigated within five school days. If it is likely to take longer than this, you will be informed and possibly asked for further information. You will then be invited to a meeting to discuss the matter. Following this meeting, you will receive a written reply to your complaint together with details of any actions which the school may be taking.

The Formal Hearing Stage

If you are not satisfied with the formal reply, you should then write to the Chair of Governors (school address) within ten school days, to ask for a formal hearing. You will receive an acknowledgement within five school days.

Your complaint will be heard by the Governors’ Complaints Committee within fifteen school days or as soon as possible. This meeting is to resolve the matter. The time and date of the meeting will be arranged to suit everyone and you are invited to bring a friend with you. The Committee’s decision will be sent to you within five school days.

The Secretary of State

As Vandyke is an Academy, complaints should be resolved within the school. If you remain dissatisfied with the decision of the Governors' Complaints Committee, you may write to the Secretary of State for Education at the Department for Education (DfE). The Department for Education (DfE) will only intervene if it finds that the Governing Body of the school has failed to carry out its lawful duties or has acted unreasonably.

Complaints not covered by this Policy

There are a number of matters for which special procedures have been established to deal with complaints. If your complaint relates to one of these areas, please ask for advice from the school regarding what to do.

The special procedure areas are:

- Admissions
- School Exclusions
- Special Educational Needs
- Staff Disciplinary or Capability Procedures
- Complaints about the Headteacher (in writing to the Chair of Governors)
- Complaints about Governors (in writing to the Headteacher)
- Matters relating to the National Curriculum and the provision of Collective Worship and Religious Education