

## COMPLAINTS POLICY

### AIM/PURPOSE

We seek to develop and maintain a positive working relationship with all sections of the Trinity community to ensure that complaints are satisfactorily resolved at an early stage by the relevant staff on an informal basis. The complaints procedure will, however, address situations where this is not the case.

### GENERAL PRINCIPLES

Normally the type of complaints a school would expect to investigate are as follows;

- ◆ Child's lack of progress at school
- ◆ Disagreements over homework
- ◆ Issues around bullying
- ◆ Issues about another parent / pupil
- ◆ Disagreements with teachers

### DEALING WITH COMPLAINTS AT TRINITY CHURCH OF ENGLAND HIGH SCHOOL

1. Most complaints will lead to an investigation by the relevant member of middle management. In most cases, this will lead to a satisfactory resolution of the problem.
2. Where a person expresses dissatisfaction and wishes to take a complaint further, then they will be invited to write a letter to the Head. The complaint will be investigated by the Head who will meet with and subsequently provide a written response to the complainant.
3. If the complainant is still not satisfied with the outcome then they will be invited to write a letter to the Chair of Governors. The Chair of Governors will investigate the complaint and provide a written response to the complainant.
4. If the complainant is still not satisfied, then he or she will be invited to write to the Governors' Complaints Committee, which will be comprised of at least three people unconnected with the matter. They will meet with the aggrieved party and a representative/friend and seek a satisfactory conclusion to the matter. The findings of the Committee will be given, in writing, to the complainant, and a copy retained on the school premises by the Head. A written record will be kept of all complaints and whether they are resolved at the preliminary stage or proceed to a Committee hearing. The decision of the Complaints Committee will be final.

### MONITORING AND EVALUATION

The Complaints Committee will monitor and evaluate the processes and procedures carried out by the Head and Chair of Governors. Details of complaints, letters, reports of meetings etc will be retained in school.

The Complaints Policy will be monitored and evaluated by the Governors' Personnel Committee and ratified by the Full Governing Body.