


COMPLAINTS POLICY

	Reviewed by:	Governors' Personnel Committee
	Approved by:	Full Governing Body
	Date approved:	25 th May, 2022
	Date adopted:	1 st September, 2022
	Next review due by:	End of 2024/25 academic year

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, or disagreements with teachers.

When responding to complaints, we aim to:

- Be impartial and non-adversarial.
- Facilitate a full and fair investigation by an independent person or panel, where necessary.
- Address all the points at issue and provide an effective and prompt response.
- Respect complainants' desire for confidentiality.
- Treat complainants with respect.
- Ensure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law.
- Keep complainants informed of the progress of the complaints process.
- Consider how the complaint can feed into school improvement evaluation processes.

DEALING WITH COMPLAINTS AT TRINITY CHURCH OF ENGLAND HIGH SCHOOL

Complaints can be made via telephone, letter or in person, but are best sent via the e-mail system: office@trinityhigh.com An acknowledgement e-mail will be sent upon receipt. If you do not receive an acknowledgement within three working days, please contact the school via telephone.

1. Most complaints will lead to an investigation by the relevant member of middle or senior management. In most cases, this will lead to a satisfactory resolution of the problem. This is an informal resolution.

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. This is treated as a formal complaint.
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.
5. Complaints made against the headteacher should be directed to the Chair of Governors.
6. Where a complaint is against the Chair of Governors, it should be made in writing to the clerk of the governing body in the first instance, and will then be directed to any member of the governing body or the entire governing body.

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' Finance and Resources Committee and ratified by the Full Governing Body.