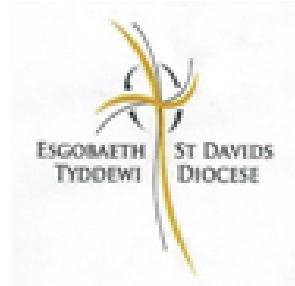


ST. FLORENCE VC SCHOOL

Believe, Achieve and Succeed Together



General Complaints Procedure

Pembrokeshire County Council

General Complaints Procedures
Reviewed September 2015 JD

St Florence V C School
St Florence, Tenby
Pembrokeshire
SA70 8LY

Tel 01834 871325 Fax 01834 871826

Email head.stflorence@pembrokeshire.gov.uk or admin.stflorence@pembrokeshire.gov.uk



twitter @stfloschool

Head Teacher: Mrs. J. Davies

ST FLORENCE VC SCHOOL

General Complaints Procedures

This school has a clear policy for dealing with General Complaints. Our procedures ensure that anyone with an interest in the school can raise a concern which will be heard and if well founded, will be addressed in an appropriate, fair and timely fashion.

A General Complaint is an expression of dissatisfaction made about the conduct, actions or omissions of services provided by members of teaching or non-teaching staff employed at this school; those working on a voluntary basis for whom the school is responsible; or the conduct or actions of pupils or of the governing body.

A General Complaint is not a concern relating to the curriculum, sex education, Special Educational Needs, religious worship, admissions or exclusions for which there are other separate procedures. Staff grievance, disciplinary and capability concerns and Child Protection issues are also outside the scope of the General Complaints process, as are complaints from pupils.

General Complaints Procedure

It is our policy to respond to concerns and complaints raised in a fair and consistent manner:

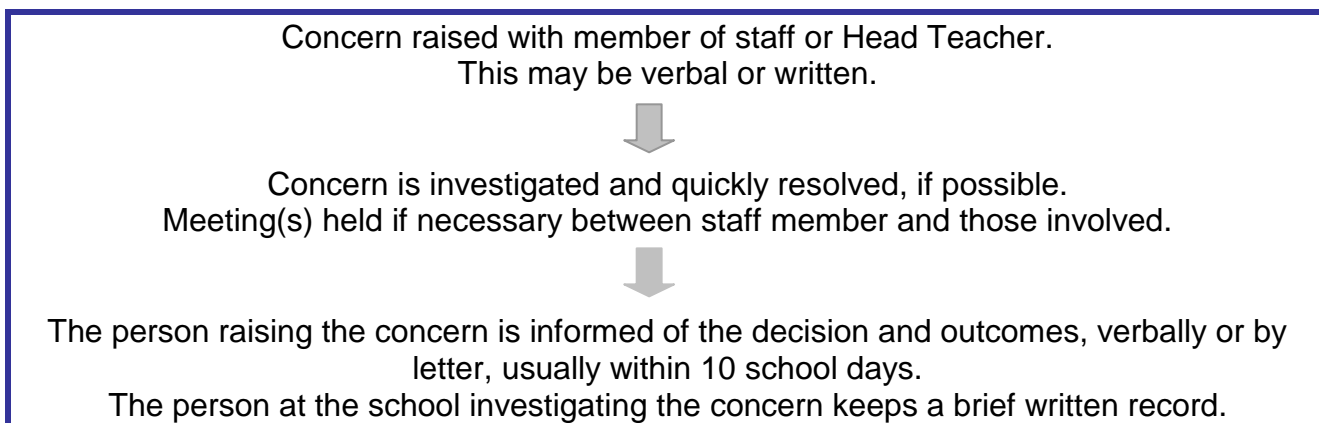
- We will always, therefore, clarify the nature of the complaint
- Establish what has happened to give rise to the complaint
- Contact and if necessary meet with the parties involved
- Seek a fair and acceptable solution which is made known to all parties concerned
Complete the process within a reasonable timescale depending on the nature of the complaint
- Keep a record of the complaint, our response and its outcome.

Complaints vary – in many cases it will be possible to respond to concerns quickly and informally. In such cases, a verbal response will be made and a written reply would not be necessary. In the case of a more serious complaint, our formal procedures will be followed. In some cases, depending on the nature of the complaint, an adviser from the authority may be involved.

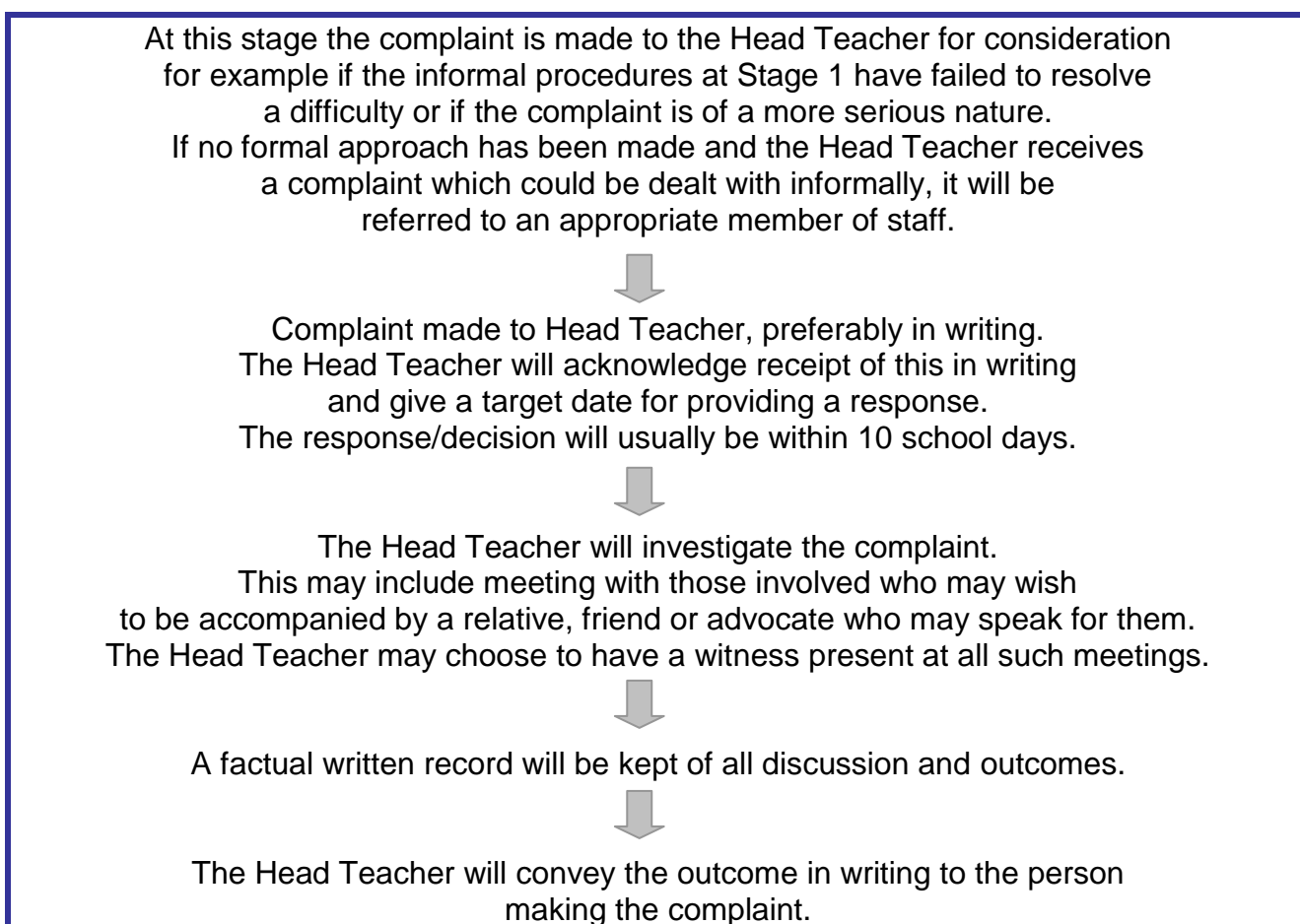
To address the different types of complaints we have a three-stage complaints process. This is in line with current guidance and procedures from the Welsh Assembly Government.

Stage 1 – Informal

The first member of staff can quickly resolve many concerns you choose to speak to - this may be a class teacher or the Head Teacher. You should follow our normal school procedures for contacting the member of staff:



Stage 2 – Formal Complaint to Head Teacher



Stage 3 – Formal Complaint to Governing Body

General Complaints Procedures

Reviewed September 2015 JD

A formal complaint for consideration by the Governing Body should only be made when Stages 1 and 2 have been tried and failed, unless there are special reasons, such as a serious complaint against the Head Teacher.

Stage 3 complaints must be made in writing to the Chair of Governors who will ensure the appropriate procedure for dealing with the concern is initiated. This may include passing the complaint back to the Head Teacher for investigation if appropriate. In cases where this is not appropriate, the procedure will usually involve the process outlined here.

In special circumstances, for example, if the complaint is against particular members of the Governing Body, other procedures may be followed. The Chair of Governors may seek advice from an authority adviser or officer.

Formal complaint is made in writing to the Chair of Governors.
Receipt of complaint is acknowledged in writing within 5 school days and a
Timetable for investigation outlined as far as possible.
The complaint will be passed to the Complaints Committee for consideration.

Note: It is important that all parties involved should have sufficient time to consider evidence and take appropriate advice before responding to the complaint.

If a hearing is to be held, it is essential that all parties concerned should have at least 5 school days notice of the event with details of time and venue.



The Complaints Committee meets, usually within 15 school days of receipt of the complaint, to consider the issues. If a hearing is held, those entitled to be present may choose to be accompanied by a relative, friend, advocate or adviser. Any hearing will be non-confrontational with factual information being presented and addressed. Witnesses may be called and heard.



The Complaints Committee considers the information and reaches a decision. In difficult cases the committee may choose to take advice from the authority, the Diocesan Authority or other relevant bodies.



The parties involved in the complaint will receive the decision in writing, usually within 5 school days after the hearing, or meeting to consider the complaint, if no hearing has been held. The letter will set out the reasons for the decision and details of any action to be taken.

A full record of all proceedings, including evidence presented and all other relevant documentation will be kept for 3 years.

Following Stage 3, there is no statutory requirement for any appeals process and the Governing Body and Head Teacher will not re-open the matter should those involved be unhappy with the outcome. This school does not have an Appeal process.

The local authority, Diocesan authority or Welsh Assembly Government can be asked to review procedures used by the Governing Body, but are not able to overturn their decision if all appropriate procedures as set out in this policy document have been followed.

Although Pembrokeshire County Council has its own published complaints policy and procedures, in most cases, complaints made directly to the County Council will be referred back to the school.

Name: **Mrs Julie Davies**

Signature: *JA Davies*

Date: **15/09/15**

Agreed by Governors

Name: **Jocelyn Morris**

Signature: *J Morris*

Date: **05/11/15**