



Ripon Grammar School

Engineering Specialism within a Grammar School

COMPLAINTS PROCEDURE

Scope of the Procedure

In accordance with LA guidelines this procedure is for use in dealing with complaints from parents concerning the general running of the school and the implementation of its policies and practices. However, it does not cover the following for which there are separate procedures:

- Delivery of the national curriculum and the provision of collective worship and religious education in accordance with the Education Act 1996;
- School admissions;
- School exclusions
- Special educational needs (statutory assessments and statements);
- Sex education;
- Child protection

Nor does the procedure cover complaints about Council policies, legal procedures or matters which are the direct responsibility of the Local Authority.

Raising Concerns

The School and the Governing Body recognise that from time to time parents may have concerns about certain aspects of school life but may not wish to make a complaint as such. Parents are always welcome to discuss such concerns with the appropriate member of staff and we would hope that such discussions would be able to resolve the matter satisfactorily.

Using the Complaints Procedure

The procedure follows through three stages, although the hope is that most complaints can be resolved at the first stage. Our aim throughout is that complaints will be dealt with promptly and, as far as possible, in confidence.

Stage 1 : Informal Consideration

In the first instance a complaint should be made to the appropriate member of staff, who may seek to clarify with the parent the nature of the concern and who can reassure them that the matter will be addressed. It can be helpful at this stage to ascertain what sort of outcome a parent is looking for and it may well be possible for the member of staff to respond to the complaint to the satisfaction of the parent. The informal involvement of other members of staff, such as a Head of School, a member of the Senior Leadership Team, or the Headmaster may be help to facilitate this.

Where no satisfactory solution can be found, parents are then free to pursue the matter further by putting their complaint in writing to the Headmaster (or, if the complaint relates to the Headmaster, to the Chair of Governors).

Stage 2 : Formal Consideration by the Headteacher

The Headmaster (or designate) will investigate all written complaints and will undertake to report the outcome of the investigation to the complainant. The Headteacher will hold such discussions as are appropriate with parents, staff and/or pupils, keeping records as necessary.

Stage 3 : Consideration by Governors

If Stages 1 and 2 do not satisfactorily resolve the complaint, the complainant has the opportunity to raise the matter with the Chair of Governors (or a designated governor), who may seek an informal resolution or refer to a Governors Complaints Review Committee. Such a committee may meet with the complainant, the headteacher and any relevant staff formally to review the complaint. The complainant would normally present their complaint and the headteacher the School's response, with the opportunity to question both. The complainant, headteacher and staff would normally then leave and the committee would decide whether to accept or reject the complaint and, if appropriate, what action to recommend to the school and the Governing Body. Such meetings would be minuted and all involved with the process advised promptly of the outcome.

The complainant is always free to take their complaint further to the LA or to the Secretary of State for Education and Skills, if, in their view, this process does not adequately address their complaint.

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