



Complaints Policy

RATIONALE

The Education Act 2002 requires governing bodies of schools to have a procedure to deal with complaints about the school and any facilities or services that the school provides. The act also states that the procedure must also be publicised, as a result the Graham Raincliffe Federation has adopted a complaints procedure in accordance with the following principles.

DEFINITION OF A COMPLAINT

A complaint is any expression of dissatisfaction about the Graham Raincliffe Federation and any community facilities or services that it provides.

PRINCIPLES OF THE PROCEDURE

Informal resolution

Informal resolution – If possible, complaints will be resolved through informal discussion and negotiation.

The procedure will be easy to understand and to use – the language will be simple and can be made available in different languages and formats where necessary.

Publicity and accessibility

The procedure will be well publicised and easily accessible to all via:

- on the school website at: www.grahamschool.co.uk
- Information at other appropriate school events.
- leaflets sent out with other school material as appropriate;

Impartiality and confidentiality

All complaints will be dealt with impartially and subject to the need to investigate the matter fully, in confidence.

Time limits

Complaints will be dealt with within clear time limits and everyone will be kept fully informed.

Support

Complainants will be encouraged to be supported by a friend or adviser.

Full and fair investigation

- The complaint will be fully investigated;
- If necessary and at the discretion of the Chair of the Governing Body an independent person will be appointed by the Chair to conduct the investigation;
- The principles of fairness and impartiality will be fully observed at all times.
- If the complaint is justified appropriate redress will be offered.



Addressing any problems

Any issues identified through the investigation of the complaint as requiring action will be addressed.

Support for staff

Staff will be given the same level of support as the complainant.

Anonymous complaints -

Will be investigated but only insofar as it is possible and practicable.

Vexatious complaints -

Will be assessed to decide whether any new issues have been raised, if so then these will be investigated in accordance with the Complaints Procedure.

Training

All staff will be briefed in handling complaints to seek to ensure that a consistent approach is taken to all complaints received.

Persistent complainants

Complaints will be thoroughly investigated but will not be re-opened unless relevant new issues are brought forward.

CONCLUSION

The Headteacher and Governing Body of the Graham Raincliffe Federation are committed to providing a high quality of teaching and pastoral care for our pupils. However, should a complaint arise it is our intention to deal with it promptly and sensitively, following the guidelines set by North Yorkshire County Council.

REVIEW

This Policy shall be reviewed by the Governing Body every three years, next review 2013.

G. Hancock, Executive Headteacher, Graham Raincliffe Federation
M. Jolley, Associate Headteacher, Raincliffe School,
The Governing Body, Graham Raincliffe Federation

Policy adapted from the NYCC 'General Complaints Procedure' by S, Markham, September 2011