

## COMPLAINTS POLICY

### AIM / PURPOSE

We envisage that complaints from parents will be satisfactorily resolved at an early stage by the relevant staff. The complaints procedure will 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

Most complaints by parents 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.

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

1. Where a parent expresses their dissatisfaction and wishes to make a complaint then they will be invited to write a formal letter to the Head teacher. The complaint will be investigated by the Head and he will provide a detailed written response to the complainant.
2. If the complainant is still not satisfied with the outcome then they will be invited to write a formal letter to the Chair of Governors. The Chair of Governors will investigate the complaint and provide a written response to the complainant.
3. If the complainant is still not satisfied, then he or she will be invited to write to the Complaints Committee, which will be comprised of at least three Governors unconnected to the matter. They will meet with the aggrieved party and seek a satisfactory conclusion to the matter. 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 teacher and Chair of Governors. Details of complaints, letters, reports of meetings etc will be retained in school.

Changes to the policy will be the responsibility of the Governors' Personnel Committee.