

# Stone Bay School.

## Policy Document.

### Statutory Group C Statement.

#### C5: Complaints Procedure Statement

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**4 year review cycle.**

**Date for Review: Tuesday, 08 January 2019**

Signed. Richard Farr. Date: 03/02/2015  
Chair of Governors.

Signed. Billy Mc Inally. Date: 03/02/2015  
Headteacher.

## **Mission Statement.**

We accept all students **as they are** and believe that every one of them is **entitled** to the very **best education**, delivered in an **environment** that is **supportive, caring** and **safe**.

Our goal is to develop our students to become:

- **Successful** Learners.
- As **independent** as possible.
- **Confident** individuals and self-advocates.
- **Effective** communicators and **contributors**.
- **Responsible** citizens.

We will do this by working to **ensure we get every aspect of their provision just right**, helping them to achieve academically, personally, socially and morally.

Stone Bay School: ***“getting it right for every student”***.

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The stages of this procedure will comply with current legislation, including the Equality Act 2010 and the Data Protection Act 1998.

Since 1 September 2003 Governing Bodies of all maintained schools and maintained nursery schools in England were required, under Section 29 of the Education Act 2002, to have in place a procedure to deal with complaints relating to the school and to any community facilities or services that the school provides.

Stone Bay School aims to work in partnership with parents and the wider community in order to meet the needs of the students in its care. All complaints will be treated seriously and fairly. The school aims to deal with all complaints quickly and effectively in order to reach amicable resolutions based on the evidence available.

## **Dealing with Concerns**

There is a marked difference between what constitutes a concern and a complaint.

A concern expresses a hopeful resolution to what is considered a problem. In most cases, concerns can be handled without the need for formal procedures. The Class Teacher, Residential Team Leader or other school staff may receive the first approach. It may be possible to resolve concerns ‘on the spot’ including by the offer and acceptance of apologies. Sometimes, concerns arise out of misunderstandings or misinterpretations and

informal procedures can present an opportunity to provide clarity resulting in swift and uncomplicated resolutions.

The incorporation of a formal complaints procedure need not in any way undermine efforts to resolve the concern informally. Taking informal concerns seriously at the earliest stage promotes a positive approach to stakeholder involvement and can lead to better outcomes for those raising concerns.

In the event that the issue is not resolved informally, the Headteacher is to be informed and formal procedures considered.

### **Formal Procedures**

The formal procedures will need to be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

The Headteacher, or the Student Liaison manager in the Headteacher's absence, has responsibility for the operation and management of the school complaints procedure, with the salient steps being as follows:

- If the concern is not resolved by the member of staff first approached, the Headteacher, or Student Liaison Manager in their absence, needs to be involved.
- For more serious concerns, parents or members of the community should speak directly to the Headteacher, Student Liaison Manager in their absence. If the complaint is about the Headteacher, the Chair of Governors should be contacted directly. Contact details are available through the school office.
- When a complaint is made, it will be logged and a record will be maintained of outcomes, subsequent discussions, advice received and given.
- Should a complaint not be resolved by the Headteacher (or Chair of Governors if the complaint is against the Headteacher) it should be referred to the Governing Body via the Clerk to Governors, who is contactable through the school office.

### **Governing Body Complaints Panel**

The complainant should write to the Chair of Governors giving details of the complaint. The Chair of Governors may then convene a Governing Body complaints panel. This is the last school-based stage of the complaints process. Individual complaints would not be heard by the whole Governing Body at any stage as this may compromise the impartiality of any panel set up for a disciplinary hearing relating to a member of staff following a serious complaint.

Following their investigation, the panel can:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- propose appropriate action to be taken to resolve the complaint;

- recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

### **Child Protection Concerns**

Any complaint which gives rise to child protection concerns should be brought to the attention of one of the school's Designated Safeguarding Leads and follow the procedures set out in the Safeguarding Policy and Child Protection Procedures.

### Safeguarding, Equality and Equal Opportunities Statement

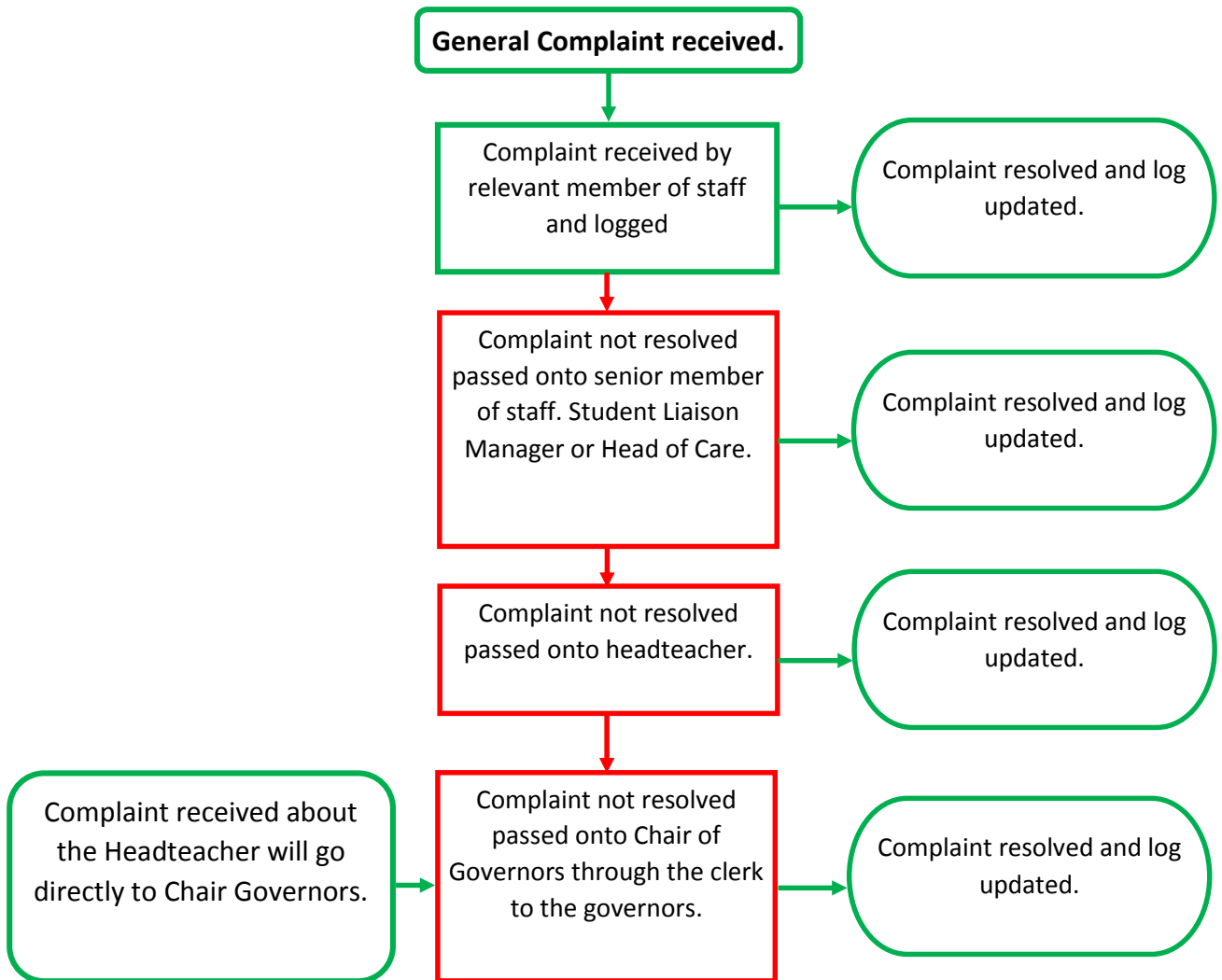
Stone Bay School, and all policies and procedures, will promote equality of opportunity for all students and staff from all social, cultural and economic backgrounds. The school will ensure that no student or staff member is disadvantaged, discriminated against or treated less favourably because of their gender (including gender reassignment), race, disability, religion or belief, sexual orientation or due to pregnancy or maternity.

Stone Bay School aims to;

- Foster good relationships and create effective partnerships with all sections of the community
- Ensure that the school's service delivery, commissioning and employment practices will not discriminate unlawfully, either directly or indirectly
- Provide an environment free from fear and discrimination, where diversity, respect and dignity are valued and celebrated

All aspects of Safeguarding will be embedded into school life and will remain the responsibility of all members of our school community.

Appendix 1. The Process.



[Contact details are on the school website.](#)