

NEWPORT GIRLS' HIGH SCHOOL ACADEMY TRUST



COMPLAINTS POLICY

Policy written by:	SLT
Policy written/reviewed:	Autumn 2024
Next review due:	By the end of Autumn Term 2025
Statutory Trustee Approval:	Reviewed September 2024

1. What is a complaint?

The school considers a complaint principally to be an expression of grievance or dissatisfaction received from or on behalf of a parent or member of the public regarding:

- Action taken by or on behalf of the school
- Failure by the school or its staff or contractors to respond to a reported problem
- The standard of service(s) provided or discrimination in their delivery
- The policies of the school.

2. How to make a complaint

A parent or member of the public can make their complaint in the first instance either verbally or in writing to the Headteacher. The Headteacher may involve other leaders in reviewing the circumstances and actions taken. The school, if asked, will help anyone who would like assistance to set out their complaint including access to translation services where necessary.

3. How are complaints dealt with?

It is hoped that the majority of complaints can be resolved informally either by raising them verbally, in person or on the telephone, or by putting them in writing, given or sent to the school, when they can be discussed there and then or at a mutually agreed time and a satisfactory explanation given or resolution speedily implemented.

Complaints that cannot be resolved informally will be dealt in accordance with the following promises:

- An acknowledgement (or final response where possible) will be sent to the complainant within five working days (ie school term days).
- The complainant will be told the name and telephone number of the person dealing with the complaint.
- A full response will be sent within twenty school working days (ie school term days) or if a complete answer still cannot be given the complainant will be told what is being done to investigate the complaint and how long this will take.
- The complainant will be told if their complaint has to be dealt with under a special procedure.

4. Where to go if not satisfied with the outcome

- (i) Complainants not satisfied with the outcome of their complaint that has been dealt with by a member of school staff can request for the outcome to be reviewed by the Headteacher. The intention to do so must be communicated by the complainant within ten school working days of receiving their full written response.
- (ii) Complainants not satisfied with the outcome of their complaint dealt with by the Headteacher should write to:-
The Chair of Trustees
c/o Newport Girls' High School
Wellington Road
Newport
Shropshire
TF10 7HL

The Chair of Trustees will arrange for the complaint to be looked into and where necessary arrange for the Governing Body's Personnel Committee to consider the matter. Even at this stage it is hoped that the complaint can be resolved informally and the appropriate Chairman will attempt to do this in the first instance if at all possible.

- (ii) Thereafter, complainants still not satisfied with the outcome and who want to take the matter further outside the school can contact the Department for Education: <https://www.gov.uk/government/organisations/department-for-education> and follow the complaints procedure link.

5. What to do if the complaint is about the Headteacher

Complaints about the Headteacher that the complainant cannot or does not wish to raise directly with the Head should in the first instance be sent to the Chair of Trustees who will arrange for the matter to be dealt with as set out in 4 (ii) above.

6. Monitoring of complaints

An anonymous analysis of all formal complaints will be reported to the Trustees each term so that any necessary changes in the school's policies, practices or procedures can be considered and implemented.