

Complaints Policy

Urmston Grammar



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Date	September 2025
Date of next review	September 2028

PROCEDURES FOR DEALING WITH COMPLAINTS

At Urmston Grammar, we undertake to provide a friendly and safe environment in which students will be helped to achieve their potential, both academically and socially.

We do however recognise that sometimes parents, carers or members of the public may disagree with events, actions or decisions made in school and wish to make a complaint or raise concerns. This policy tells you what to do if this happens.

This policy refers to 'parents/carers' but this should be regarded as referring equally to a member of the public who makes a complaint.

There are three formal stages and these should be used if a matter is so serious that an informal complaint made to an Assistant Headteacher or the Deputy Headteacher is unable to resolve the complaint satisfactorily:

Formal Stage 1

If a parent/carer is still dissatisfied after the informal complaint has been raised and responded to by an Assistant Headteacher or Deputy Headteacher they, or the member of staff can refer the matter to the Headteacher. This should be done in writing as this will typically make the situation clear to all involved parties. The Headteacher would not normally be involved in students' disciplinary processes as these are the responsibility of the relevant members of the Senior Leadership Team.

Upon receipt of a formal complaint, the Headteacher will provide an initial acknowledgement providing assurance that it will be thoroughly investigated. If further information is required regarding the nature of the complaint this will be gained via email, phone call or a face-to-face meeting can be arranged if necessary. If the issue is complex the Headteacher may need to speak to other staff and students to investigate the concerns. This should happen within 15 school days. If this timescale cannot be met the Headteacher should inform the parent/carer that this will take longer, explain the reasons for this and give a timescale for when the investigation will be completed.

Following an investigation, the Headteacher will inform the parent/carers of the outcome which ideally should be to the satisfaction of all parties involved. This should be written down so there is no misunderstanding and parents/carers should be given a copy of this.

Formal Stage 2

After Stage 1, if the complaint is still not resolved to the parent/carer's satisfaction, the matter can be referred to the Chair of Governors. This should be in writing, addressed to 'The Chair of Governors' and sent to the school address. The Headteacher can also refer the complaint to the Chair of Governors where suitable.

If the Headteacher is the subject of the complaint, the complaint should go straight to Stage 2 to the Chair of Governors and miss out Stage 1. Where suitable, the Chair of Governors will offer to meet with the parent/carer or other complainant, at a mutually convenient time.

The Chair of Governors has 20 school days to investigate the complaint. If it cannot be resolved within this time, the Chair will inform the complainant and explain why it is taking longer. Reasons for this may be that the complaint is complex and needs more time or someone involved is absent through sickness or holidays. The Chair of Governors should, however, give a realistic timescale for when the complaint should be resolved. The Chair should inform the complainant of when it is expected that the investigation should be completed. Together all parties will agree an acceptable outcome. Ideally this should be to the satisfaction of all parties involved. These should be written down and agreed by all parties so there is no misunderstanding. Parents/carers should be given a copy of this.

Formal Stage 3

If the complaint is still not resolved to the parent/carer's satisfaction, or Chair of Governors feels that it is necessary, a Complaints' Committee can be set up to consider the complaint. The Chair of Governors will decide if this is appropriate.

If the Chair of Governors can resolve the complaint there is no need to hold a Complaints Committee meeting. As far as possible it is recommended that Complaints Committees are a last resort.

The Chair of Governors can appoint an investigating officer to gather evidence and conduct preliminary interviews on the Chair's behalf. The investigating officer will provide a detailed report of their investigation of the complaint. Parents/carers should be given a copy of this report. It is important that the investigating officer is seen as impartial, so if the investigating officer is another governor, they cannot be a member of the associated Complaints Committee.

The Complaints' Committee is made up of three members of the school's Governing Body. The Complaints' Committee should meet at a time convenient to all parties. The complainant, the Headteacher, the Chair of Governors and any member of staff the complaint is about will be invited to the meeting. Any person invited can bring a friend or supporter if they wish. The Complaints' Committee will consider any written material, and

also give the person making the complaint, the Headteacher, Chair of Governors and any staff involved an opportunity to state their case and to question others present. The committee will ensure that all present are treated fairly. The meeting will be minuted by the Clerk to Governors and everyone present will be given a copy of the minutes.

The committee will give its decision, in writing, within five school days after the meeting, along with the reasons for their decision.

If after this school-based process the complaint is still not resolved to the parent/carer's satisfaction, they should write to the Secretary of State, Department for Children, Schools and Families, Sanctuary Buildings, Great Smith Street, London SW1P 3BT.

Additional Information

If a complaint is not from a parent/carer of a student of the school (an example being a member of the public) these should be made directly to the Headteacher, preferably in writing.

All correspondence, statements and records of complaints are to be kept confidential.

It should be noted that schools do not need to consider complaints made more than one year after the incident/situation. If a complaint is made about an issue that is over a year old the school will write to the complainant explaining this is the case.