



Complaints Policy – Croydon Model – updated to include SEND requirement

Complainant Action	School Response
<p>Stage 1 – Informal Your expression of concern should be made to the school at the earliest opportunity. First talk to the class teacher to clarify the facts and resolve through discussion. A request for discussion with the head teacher or senior staff member may also be desirable before making a formal complaint. If the complainant feels their concern is not resolved at this stage they should then proceed to Stage 2.</p>	<p>Class teacher will listen and try to resolve the issue. The class teacher may seek advice from members of the school leadership team, or Inclusion Leader. The headteacher or a member of the senior leadership team may meet with the complainant to try and resolve the issue informally.</p>
<p>Stage 2 – Complaint* If you are not satisfied with the outcome at Stage 1, you may wish to make a formal complaint. This should be formally done in writing to the designated Complaints Officer whose details are available from the School Office or on the School website. The complaint needs to set out why you are dissatisfied and what outcomes you are seeking. Your complaint will be acknowledged within three school days. When the Complaints' Officer receives your written complaint, they may decide to refer the matter immediately to a governing body complaint panel. The Complaints' Officer will conduct an investigation and communicate the outcome to the complainant within 20 school days. The Complaints' Officer should ensure the complainant is clear about the outcome and action taken. Also Croydon Special Educational Needs and Disabilities Information Advice and Support Service or SENDIASS - a free, confidential and impartial service for parents and carers, of children and young people with SEND (up to 25 years) could be involved at this stage. (See Appendix A) If the complainant feels the complaint is not resolved, and is still unhappy, proceed to Stage 3.</p>	<p>The written complaint will be formally acknowledged within 3 school days in writing. The investigation will be carried out and the outcome communicated to the complainant within 20 school days. The written response will include a full explanation of the decision and the reasons for it. Where appropriate the response will include what action the school will take to resolve it. If additional time is required to formulate a response, this will be explained to the complainant. If appropriate, the Complaints' Officer can refer the matter immediately to the governing body.</p>
<p>* If the complaint is against the headteacher, a governor or the chair of governors, please go directly to stage 3.</p>	



Stage 3 – Governing Body

Complaints rarely reach this formal level but should you need to, the complainant makes a formal complaint to the designated Governing Body's Complaints member (whose details are available from the School Office or on the School website), within 10 school days of the decision from the school.

The complaint needs to set out why you remain dissatisfied and what outcomes you are seeking.

The complainant will receive an acknowledgement letter from the governing body's complaints' member within 3 days of receiving it.

You may or may not be invited to a hearing; however the panel will let you know when your complaint is to be considered. If a meeting with you and others involved is considered appropriate, you will be given seven days' notice.

The complaints' panel will make their decision in private and write to you with their findings and any recommendations within seven school days from the date of the meeting.

If you feel the complaint is not resolved, and are still unhappy, proceed to Stage 4.

School to provide letter and background papers to Governing Body's Complaints Officer within three days of receipt.

Within three days of receipt, the Governing Body's complaints member will write to the complainant to acknowledge receipt of the written complaint.

The acknowledgement should inform the complainant that the complaint is to be considered by a Complaints' Committee of three persons as set up by the school's governing body. The letter will also explain that the complainant has the right to submit any further documents relevant to the complaint and by when.

The governing body complaints' member will appoint two more impartial members to form the Complaints' Committee.

The committee will set up a timetable for the investigation and ensure that this is communicated to the complainant and head teacher.

The committee may hold an oral hearing where they consider it appropriate on the particular facts of the case

All relevant correspondence regarding the Complaint will be given to each committee member as soon as the composition of the complaints' committee is confirmed. If the correspondence is extensive, the Chair of the committee will prepare a thorough summary for sending to committee members.

After checking availability, the complainant, headteacher, any relevant witnesses and members of the committee need to be advised of the date, time and place seven days before the meeting

The notification to the complainant should also inform him/her of the right to be accompanied to the meeting by a friend, relative, representative or interpreter. These rights apply to school staff too.

Include an explanation as to how the meeting will be conducted (a standard pro forma could be prepared for this purpose.) Copy to head teacher.

Explain next stage of the procedure to complainant in case they remain unhappy.

The complainant must be informed as to who



	<p>will be present at the hearing. The involvement of staff other than the Head teacher is subject to the discretion of the chair of the committee. It is the responsibility of the chair of the committee to ensure that the meeting is properly minuted.</p> <p>The aim of meeting is to resolve the complaint and achieve reconciliation between the school and the complainant.</p> <p>The committee will then consider the complaint and all the evidence presented and 1) reach a unanimous, or at least a majority, decision on the complaint; 2) Decide upon the appropriate action to be taken to resolve the complaint; and 3) Where appropriate, suggest recommended changes to the school's systems or procedures to ensure that problems of a similar nature do not happen again.</p> <p>Explain next stage of the procedure to complainant in case they remain unhappy.</p>
<p>Stage 4 Department for Education</p> <p>Making a complaint to the Department should only happen once other routes have been followed. If the complainant feels their complaint is still unresolved then you can forward your complaint to the Department for Education via their online complaints form.</p> <p>https://form.education.gov.uk/fillform.php?self=1&form_id=cCCNJ1xSfBE&type=form&ShowMsg=1&form_name=Contact+the+Department+for+Education&noRegister=false&ret=%2Fmodule%2Fservices&noLoginPrompt=1</p>	

Appendix A

How to access SENDIASS:

KIDS (Croydon SENDIASS) operate an open referral system for this service. Parents can ring or e-mail to make a referral into the service.

Contact:

Phone: 0208 663 5630 / 5631

Email: croydon@kids.org.uk

Updated June 2017 to include SEND requirement