



COMPLAINTS PROCEDURE FOR GOVERNORS

Introduction

This document provides a framework for the school governors to deal with complaints directed at them on school matters regarding the curriculum or welfare of the children. Please see the appendix for a list of other types of issues, for which there are separate procedures.

Procedure

- Ensure that any complainant is first referred to the relevant teacher or the headteacher.
- If the first referral has been to the teacher and the situation is still unresolved the complainant should then be referred to the Headteacher.
- If the complaint still remains unresolved then the issue must be raised with the Chair of the Governing Body. The complainant should be directed to write to the Chair to ensure the issues are clarified and recorded. The Chair is to acknowledge receipt of the letter, where appropriate, within two weeks with a commitment to a date when the issue will be discussed with the complainant, the Chair and another governor.

Handling of Complaints

- No promises should be made to the complainant by an individual governor.
- Governors should ensure that they do not confuse their concerns as a parent with those as a governor.
- Governors must treat complaints confidentially, other than when following the procedures outlined above.

Recording and Communication

- Issues that are brought to the attention of the Headteacher or Chair of Governors are to be registered in the complaints log kept by the school. The log will identify the complainant, complaint, date of complaint, how the complaint was resolved and date of follow up meeting.
- At each stage of handling the complaint, it is important that the complainant is provided with an appropriate response, eg a verbal response to a verbal complaint, a written response to a written complaint.
- At each stage the complainant should be given a clear understanding of the next step, particularly where they are being recommended a course of action.

Additional notes

Issues for which there are formal processes outside the scope of this document include the following:

- Exclusions
- Admissions
- Discipline
- Capability
- Redundancy
- Grievance

The Chair of Governors will need to ensure that appropriate confidentiality is maintained during the handling of any complaint. These subjects should not be discussed generally at governing body meetings because of the possibility of appeal procedures.

All governors should be aware of the personnel procedures and the implications of not following them.

Governors are recommended to familiarise themselves with school policies (for example on behaviour and bullying) so they can be confident about how such issues are tackled within the school and be able to reassure parents. The majority of policies relating to everyday issues are described in the school prospectus.

Where complaints relate to the prospectus or a policy document, these will be made available to complainants on request.



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