

Yesodey Hatorah Girls Secondary School

Complaints Policy



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This policy was adopted by the Governing Body in March 2012 reviewed in March 2015, June 2017 and February 2018. This policy applies to any matter (other than matters relating to the curriculum, religious education, collective worship, admissions and exclusions which have their own processes) which has been raised with the School as a matter of concern but which has not been capable of resolution informally and which the complainant or the School consider should be dealt with on a formal basis. The School will publish guidance on how matters of concern should be raised on an informal basis. Generally, it is expected that where the matter relates to a student it will have been raised with the Head Teacher before a request is made to deal with it under this policy.

It is a precondition to the operation of this policy that the complainant shall have made reasonable attempts to seek an informal resolution and shall have acted in relation to the matter in a reasonable and measured way consistent with the School's Behaviour Code adopted from time to time. The Chairman of Governors shall have a discretion, which will be exercised reasonably, not to allow a complaint to be pursued where this precondition has not been met.

The first stage of the formal procedure will be as follows:-

1. The complainant must put the complaint in writing, addressed to the Headteacher, setting out briefly the facts and stating what it is that the complainant considers should have been done or where the School has not met reasonable expectations.
2. An investigation will be carried out by a member of the Senior Leadership Team - made up of the Headteacher, the Deputy Head teacher and the Assistant Headteachers - who will offer the complainant a meeting and who will speak to others involved. Whenever reasonably possible, the meeting with the complainant will take place within 15 school days of the written complaint being received
3. The investigator will put their findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 15 school days of the meeting with the complainant.

Any complaint relating to the Headteacher must be raised in the first instance with the Chairman of Governors (or Vice-chair in the absence of the Chairman) who will, if an informal resolution cannot be reached, designate a Governor to investigate in the same way as in the first stage of the formal process outlined above.

The second stage of the formal procedure (if required) will be as follows:-

1. If the complainant is not satisfied with the response of the investigator, they may request that the complaint be considered by the Complaints Panel of the Governing Body. That request must be in writing, addressed to the Clerk to the Governors at the School, within 10 school days of the response being sent to the complainant and must set out briefly the reasons why the complainant is dissatisfied with the response.
2. The Clerk will invite the School to put in writing its response to the complainant's reasons. The School will do this within 15 school days and at the end of that period (whether or not the School has responded) the Clerk will convene a meeting of the Complaints Panel of the Governing Body. That meeting will be held as quickly as practicable given the need to find a date that is reasonably convenient for the complainant, the School and the members of the Panel. Whenever possible, the meeting will be held within 15 school days of the end of the School's response time.
3. The meeting is not a court case and will be as informal as circumstances allow. The complainant will have the opportunity to put their reasons for dissatisfaction and to enlarge on them but may not introduce reasons that were not previously put in writing. The School will have the opportunity to put its side of things and each side, as well as the Panel members, will be able to ask questions. The complainant will have the opportunity to make final comments to the Panel.
4. The Panel will formulate its response as quickly as reasonably possible, aiming to do so within 10 school days, and the Clerk to the Governors will notify all concerned.

At any meeting, the complainant will be entitled to be accompanied by a friend but legal representation will not be allowed.