



Complaints Policy

Staff reviewer:	Scrutinised by link Governor:	Date signed off at Committee:	Date approved at Board:	Next review date:
Will Denford	Anne Oxborough	27.11.18 <i>FRC</i>	11.12.18	<i>July 2019</i>

1 Purpose

This policy relates to complaints made by students and other clients of Exeter Mathematics School about any aspect of Exeter Mathematics School, including complaints about staff or other students.

2 Definitions

- Appeals Committee: A sub-committee of the Full Governing Body, the membership of which shall be 3 Governors. The Chair of the Governing Body shall be a member of the Appeals Committee.

3 Policy

Principles

- All complainants will be treated fairly and equally
- Exeter Mathematics School is committed to high quality in all areas of our provision
- We encourage people to make constructive suggestions, criticisms and compliments
- All Exeter Mathematics School staff have a responsibility to listen and respond to positive criticism
- The School will endeavour to make all responses to complainants as clear as possible; in cases where the complainant has difficulties in writing or receiving standard written responses, all reasonable adjustments will be made
- It is important that both the complainant and the School remain professional throughout. Exeter Mathematics School has a duty of care to its students and staff, and if the behaviour of a complainant is unprofessional, insulting, or aggressive, the School reserves the right to terminate the complaint process. The decision to terminate any complaint will be agreed by the Headteacher.
- A written record of all complaints shall be kept by the Clerk to the Governing Board which will contain:
 - Whether complaints have been resolved following a formal procedure
 - Where complaints have proceeded to an Appeals Panel
 - Any action taken by the School as a result of these complaints (regardless of whether they are upheld)
- All correspondence, statements and records relating to complaints will be kept confidential except where the Secretary of State or a body conducting an inspection requests access to them.

4 Implementation

4.1 Oral Complaints

- 4.1.1 Wherever possible, oral complaints should be settled informally. All members of staff have a responsibility to respond to complaints and take action to resolve the complaint, as soon as possible, wherever possible. The member of staff

should complete an Oral Complaint Record Form, which should then be passed to the Headteacher for review and the Business Manager for retention.

- 4.1.2 Where a member of staff feels unable to resolve the complaint, that member of staff should refer the matter as quickly as possible to the Headteacher, who will deal promptly with the complaint.
- 4.1.3 Feedback should be given to the complainant, as soon as possible, but always within 20 working days unless there are exceptional circumstances.
- 4.1.4 A record of all oral complaints will be kept by the Business Manager for a period of 3 years.

4.2 Written Complaints

- 4.2.1 Written Complaints should be made in a letter, by e-mail or by using the Exeter Mathematics School Complaints Form, available from the Business Manager, any other member of staff or the EMS website.
- 4.2.2 The complaint should be addressed to: *The Headteacher, Exeter Mathematics School, Rougemont House, Castle Street, Exeter, Devon, EX4 3PU.*
- 4.2.3 Any member of staff receiving a written complaint should forward it to the Headteacher or Business Manager immediately.
- 4.2.4 The complaint will be acknowledged within 5 working days.
- 4.2.5 The complaint will be investigated and a full written response will be provided within 20 working days (unless there are exceptional circumstances), indicating the outcomes of the investigation and indicating any action that will be taken.
- 4.2.9 All relevant paperwork will be kept confidentially and stored by the Clerk to the Governing Body for a period of 3 years.
- 4.2.10 The number and type of complaints, both oral and written, will be monitored and a report will be collated for the attention of the Full Governing Body committee meeting.

5 Complaints against the Headteacher

- 5.1 Complaints of a specific nature relating to the professional behaviour of the Headteacher or Clerk to the Governing Body may be dealt with in addition to the above process and such complaints should be made in writing directly to: *The Chair of the Governing Body, Exeter Mathematics School, Rougemont House, Castle Street, Exeter, Devon, EX4 3PU.* Timescales indicated in the above Complaints Procedure will be followed as far as possible.

6 Appeals procedure

- 6.1 Once a decision and response to a complaint has been given, there is a right to appeal.
- 6.2 Appeals should be made in writing within 7 days of receiving the verdict.
- 6.3 Appeals will be heard by an independent Appeals Panel, comprising 2 governors who are impartial to the original investigation and one person who is independent from the school who can offer an impartial opinion.
- 6.4 The complainant has the right to attend and be accompanied at the panel if they wish
- 6.5 The Appeals panel will review the evidence and process and where possible provide a response within 2 weeks to the complainant, Headteacher and Clerk to Governing Body.
- 6.6 The decision of the Appeals Panel will be final.

7 Associated Documentation

- Oral Complaint Record Form
(to be completed by member of staff receiving the complaint)
- Written Complaint Form (to be completed by complainant)

8 Monitoring, Review and Evaluation

The Governing Body will receive a report, to include the number, nature and outcome of complaints, at an appropriate time – to be determined by the Chair of the Governing Body.

Oral Complaint Record Form

To be completed by member of staff receiving the complaint

Name of Complainant:

Address:

Telephone No:

Details of Complaint:

Signature:

Name (Block capitals)

Name of member of staff receiving complaint?

Action taken to address complaint:

Was the complainant satisfied? Yes / No

Signature of member of staff dealing with complaint: Date:

Name: (Block capitals)

Copy sent to: Headteacher Copy sent to: School Business Manager

Written Complaint Form

Name of Complainant:

Home address:

Post Code:

Telephone Number:

Have you already tried to resolve this complaint orally? Yes / No (Please indicate)

By completing this form you are making a written complaint, which in the first instance will be investigated by the Headteacher.

Nature of complaint:

(You should include details of date(s), time, place and people involved and highlight exactly why you are making a complaint)

Please continue overleaf / on a separate sheet if required →

Desired outcome: (What would you like to happen as a result of your complaint?)

Signed:

Date:

Please return this form to the Headteacher, Exeter Mathematics School, Rougemont House, Castle Street, Exeter, Devon EX4 3PU.

7. Equality Analysis

Please use the 'equality analysis procedure' to guide you to complete the text boxes below, expanding them as you wish. If this is a review - please add date and make any amendments if required.

16th July 2016

7.1. Is your policy equality- relevant? If yes, please list which groups of people will be affected by this policy. NO

If no people are affected by this policy it has no equality relevance and you should write no and you need not answer any more questions.

7.2. How have you involved people from minority groups who may be affected by this policy?

Describe any activities such as conversations, interviews, feedback or plans to do this in the future.

7.3. What evidence have you considered? List any sources of data and research you have used. This can include college or national monitoring data, surveys, reports, consultations, focus groups, pilots, evaluations. Describe any ongoing data collection or plans for future research.

7.4. How will your policy fulfil the public sector duty by helping fight discrimination, advance equality of opportunity and foster good relations?

Characteristic	How does your policy help fulfil the public sector duty? What Equality issues have you addressed?
Age	
Disability	
Gender	
Pregnancy & maternity	
Race	
Religion and belief	
Sexual orientation	
Transgender	

7. 5. Describe any potential adverse impacts that may arise as a result of the policy. If any are identified, you should also state what actions will be taken to mitigate that negative impact. If yes, say if you have an action plan to carry this out?