

The Grey Coat Hospital COMPLAINTS – PARENTS

The Grey Coat Hospital is committed to handling complaints in a professional and helpful manner, striving to achieve resolutions that are in the best interests of all pupils.

The Governors and Headteacher would hope that complaints can be satisfactorily made and considered on an informal basis.

The procedure for making a complaint to the school is as follows:

- a) Any parent who has cause for complaint should make it known to the Headteacher by telephone, email, fax, letter or personal visit by appointment. The Headteacher will consider the complaint and investigate it as appropriate. S/he will respond to the parent within an agreed timeframe.
- b) If the parent is not satisfied with the response, he or she may make a formal complaint in writing to the Headteacher who will respond in writing.
- c) If the parent is not satisfied with the response as in b) above, the school will make provision for a hearing before a panel of three governors who were not involved in the matters detailed in the complaint.
- d) The Clerk to the Governors will be responsible for the appointment of the panel and the time scales for the management of the complaint will be as follows:
 - The Headteacher will reply to the parent within 5 working days
 - The parents will be given seven days notice of the date of the hearing
- e) Parents and the person being complained about may attend the hearing and may be accompanied.
- f) The panel will make findings and recommendations. The complainant, the Chair of Governors and Headteacher, and where relevant the person complained about, will receive a copy of any findings and recommendations within two working days of the hearing. If there is a problem the Clerk will inform those concerned within two working days that there will be further consideration or a delay.
- g) Written records will be kept of all complaints, informal or formal, including whether they are resolved at the preliminary stage or at a hearing.
- h) The correspondence, statements and records of complaints are to be kept confidential except in so far as where a body conducting an inspection under section 163 of the Education Act 2002, or the Secretary of State, requests access to the records or other documents involved in the complaint.
- i) The school may be required to declare the number of complaints registered under the formal procedure during the previous year to parents of pupils or prospective pupils and on request to the Chief Inspector, the Secretary of State, or a body approved under section 163(1)(b) of the Education Act 2002.

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