



WIRRAL GRAMMAR SCHOOL FOR BOYS POLICY STATEMENTS

SCHOOL COMPLAINTS AND FEEDBACK POLICY: COMMENTS/COMMENDATIONS/CONCERNS

Introduction

Any kind of feedback is very welcome.

Each year, all parents are invited to complete a Parent Survey Form when they attend for a Parents' Evening and this form provides space for written comments. Each year we receive many 'letters of thanks' from parents. Such letters are always very well received and copies are circulated to all staff.

On occasion, parents have genuine reason to raise concerns that need addressing. In our experience, most concerns are resolved informally through a face to face conversation. Many concerns stem from misunderstandings or as a consequence of one party not having the 'complete picture'. We have a set structure to our complaints procedure and this is set out below:

Procedure for Raising Concerns

The school expects that most concerns can be resolved informally and will use our best endeavour to resolve any complaints that arise. From time to time, informal procedures fail to resolve the matter satisfactorily in which case, a more formal method is required.

Parents can be assured that all expressions of concern, whether raised informally or formally, will be treated confidentially and seriously.

The main aim of our policy is to resolve concerns as fairly and speedily as possible. Malicious complaints may incur appropriate legal sanctions.

The policy has five main stages which are summarised below:

- Stage 1:** The concern is raised informally with a member of staff
- Stage 2:** The concern is raised more formally with the Deputy Headteacher
- Stage 3:** A more formal complaint is directed in writing to the Senior Deputy Headteacher
- Stage 4:** Complaint is received by the Headteacher
- Stage 5:** Complaint is received by the Chair of the Governing Body

School Imposed Sanctions and the Importance of Confidentiality

The sanctions applied by the school are always the decision of the school and in accordance with the behaviour policy. Where a parent raises a concern about the conduct of another boy towards their own son, it is for the school to investigate the allegation and act accordingly. Parents cannot specify the sanction that they think should apply and nor is there any entitlement for them to be informed about any sanction that has been applied. At all times the school has a duty of confidentiality in matters of discipline and dialogue about the sanction can only take place with the parent of the child to whom the sanction has been applied.

Stage 1: Raising A Concern Informally

Concerns can be raised with the school at any time and will often generate a quick response. Due to the teaching demands on many staff, this is not necessarily immediate, but will be as soon as is practically



WIRRAL GRAMMAR SCHOOL FOR BOYS POLICY STATEMENTS

SCHOOL COMPLAINTS AND FEEDBACK POLICY: COMMENTS/COMMENDATIONS/CONCERNS

possible. Parents are requested to contact their son's House Group Teacher or Head of Year in the first instance. Concerns can be raised over the phone, but usually, a face to face meeting is better.

Some concerns will require an investigation or discussion with others, in which case, it may take a few days to deal with the concern fully. The vast majority of concerns are dealt with in this way. If you feel that your concern has not been addressed at 'Stage 1', then you should take your concern to 'Stage 2'.

Stage 2: A More Formal Procedure Where The Concern Is Addressed To A Senior Member of Staff

This stage involves a more formal procedure where the concern is addressed to a senior member of staff who has a role in school that is relevant to the area of your concern. Stage 2 only applies if having raised the concern with the House Group Teacher/Head of Year/Subject Teacher, it remains unresolved.

Senior staff areas of responsibility are as follows:

- Mr A White: Senior Deputy Headteacher (School Organisation and Standards)
- Mr M Askew: Deputy Headteacher (Sixth Form)
- Dr J Randell: Deputy Headteacher (Curriculum and Assessment)
- Mr P Harrison: Deputy Headteacher (Pupil Welfare and Support)
- Mr E J Riley: School's Director of Finance and Resources

The senior member of staff involved will acknowledge your written concern and will subsequently report on any actions that have been taken. He or she may ask you to come into school to meet with them. If you are not satisfied with the outcome of 'Stage 2', you may take your concern to 'Stage 3'.

Stage 3: A More Formal Procedure Where the Concern is Addressed By The Senior Deputy Headteacher

If the matter has not been resolved at the Deputy Headteacher referral stage, it may be addressed to the Senior Deputy Headteacher who has a broader responsibility for school organisation and standards. In contacting the Senior Deputy Headteacher in writing, you should let him know why you are still not satisfied. The Senior Deputy Headteacher will conduct an investigation and will respond to your concerns within ten working days. He will invite you to attend a meeting at which he will share his findings with you.

Stage 4

If having taken your concern to a House Group Tutor/Head of Year/Subject Teacher, Deputy Headteacher and Senior Deputy Headteacher, you may take your concerns to the Headteacher. In our experience, very few concerns remain unresolved by the time that they reach this stage. Stage 4 follows the same structure as stages 2 and 3 but in this case the Headteacher, will conduct a further investigation and will contact you to meet with him at the end of this process.

Stage 5

At this stage, following all other stages, the concern should be put in writing to the Chair of Governors. The letter should explain why the previous stages have not addressed the concern fully and specify exactly what the areas of concern are. Stating your concern/s in this way will facilitate a structured response. The Chair



WIRRAL GRAMMAR SCHOOL FOR BOYS POLICY STATEMENTS

SCHOOL COMPLAINTS AND FEEDBACK POLICY: COMMENTS/COMMENDATIONS/CONCERNS

of Governors will convene a Complaints Panel Meeting comprising of two or three Governors. The hearing will be arranged within ten working days, of allowing for the availability of Governors. Where possible, Panel Meetings take place during the school day (between 9.00am and 4.00pm). The Chair of Governors will make the structure of the meeting clear and it will require the attendance of the parent/s that will address the panel and explain why the matter has not been addressed at the previous stages. A school representative will also be required to attend and a response from the school will be required prior to the meeting.

Following this stage, there is a final entitlement to 'appeal' and this appeal hearing will take place before a separate panel of School Governors.

NB

Concerns that are not addressed by the above process are:

- 1. Concerns relating to child protection allegations where there is a separate legal procedure.***
- 2. Concerns relating to permanent exclusion where there is a separate appeals procedure.***
- 3. Concerns relating to the awarding of formal external qualifications where there is a separate procedure set down by the Examination Board.***
- 4. Concerns relating to pupil admissions/testing which has a separate appeals procedure***

Please be aware that for standard reasons of confidentiality, it is not possible for Governors to discuss other individuals and in particular other pupils and families. It would be inappropriate for Governors to discuss school sanctions etc. in relation to other pupils.

In concerns that relate to matters of school discipline, behaviour, intervention and support, Governors would examine whether appropriate regard has been paid to the application of the school policy, for example the School's Behaviour, Attendance and Anti-Bullying Policy.