

DAVISON CE HIGH SCHOOL FOR GIRLS
(TECHNOLOGY COLLEGE)

POLICY AND MANAGEMENT DOCUMENT

Complaints Policy

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1 Policy Statement

At Davison CE High School for Girls we make every effort to work positively for all our students and in close partnership with parents and the community. Despite this intent, disagreements do arise between teacher and student, between parent and the school, or between the school and members of the community, leading to a complaint being made either orally or in writing. We are committed to resolving all complaints as quickly as possible, openly and without prejudice, to the satisfaction of all parties.

This policy outlines the process which will be undertaken when a complaint is received. Complaints are dealt with using a staged approach in partnership with the complainant, moving from informal to formal stages, with the formal stages being used only in exceptional circumstances.

2 Context

Complaints about our work at Davison CE High School are rare and historically have been largely dealt with at the informal stage, within school. However, it is important to have a policy which sets out clearly, for all parties, a framework within which the complaint may be heard. The process of dealing with complaints set out in this policy and adopted by Davison CE High School for Girls follows the policy set out by West Sussex County Council (Children and Young People's section) which was revised in August 2007. This policy offers a staged approach to dealing with complaints, where stage one is informal in that it is dealt with at school level by the member of staff most appropriate to handle the complaint. Stages 2 and 3 are formal stages involving the Headteacher and the Governing Body and will only be used in exceptional circumstances.

3 Stakeholders and Users

3.1 Policy Stakeholders

The stakeholders of this policy are:

Students

Parents

Teachers

Support staff

Headteacher (also designated as the Complaints co-ordinator)

Governors

Local Education Authority

Members of the Community

3.2 Policy Users

The users of the policy are:

Students

Parents

All teaching and support staff

Headteacher (also designated as the Complaints co-ordinator)

Governors

4 Aims and Objectives

The aims of this Complaints Policy are:

to set out clearly and concisely the approach that will be taken in the event of a complaint being received

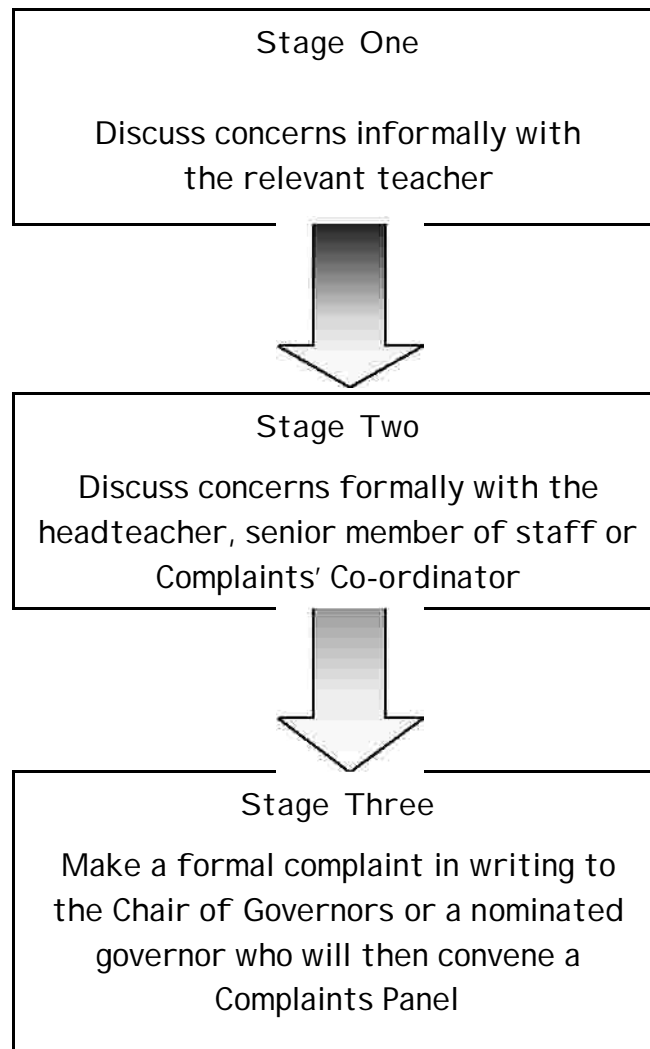
to keep those involved informed at each stage of the process

to respect, where necessary, people's desire for confidentiality

to focus on achieving a successful outcome for all parties, with time limits as set out in the policy

5 Detailed Guidelines to Implement Policy

5.1 An Overview of the staged approach



5.2 Detailed guidance on each stage of the procedure

There are three stages to this procedure:

- Ø Stage 1 is informal
- Ø Stages 2 and 3 are formal

Any person expressing continued dissatisfaction should be advised of the next stage in the procedure.

Stage One: Discuss concerns informally with the relevant teacher.

- ◆ Complainants are advised to speak to the teacher concerned so everyone has a clear picture of the situation from all points of view. Most problems can be resolved at this informal stage.
- ◆ If the complainant indicates that he/she would have difficulty in discussing a complaint with a particular member of staff, the complaint may be referred to another member of staff. This member of staff may not necessarily be more senior.
- ◆ The member of staff who is dealing with the complaint should ensure that the complainant is reassured that the matter will be investigated and is clear what action has been agreed. All staff should be aware of the need for confidentiality.
- ◆ A brief record of any telephone calls, meetings and agreed actions should always be kept although it is not always necessary to provide the complainant with a written record at this stage. The Complaints Co-ordinator / Senior Teacher should monitor these records.
- ◆ If either the complainant or staff member feels the matter needs to be taken further, the headteacher or a senior member of staff should be contacted.

Stage Two: Discuss concerns formally with the headteacher or a senior member of staff.

- ◆ More serious concerns which remain unresolved at the end of Stage 1 should be referred to the headteacher or a senior member of staff. He / she will then investigate the matter further. Any meetings that are held with the complainant in relation to the complaint should be arranged within 10 school days. However, more complex complaints may require an extension to this time limit.
- ◆ A log of all contacts relating to the complaint should be kept.
- ◆ The Headteacher or Senior Teacher should communicate the outcome to the complainant either verbally or in writing. Any agreed actions should be put in writing.
- ◆ If, as a result of the investigation, issues arise relating to staff discipline or capability, details should remain confidential to the headteacher. However, the complainant should be informed that the school has taken appropriate follow-up action.

Stage Three: Make a formal complaint in writing to the Chair of Governors (or a nominated governor) who will then convene a Complaints Panel.

- ◆ Governors should only proceed with this formal stage of the Complaint Procedure if they have received a complaint in writing addressed to the Chair of Governors and all previous stages have been exhausted.
- ◆ Acknowledgement of the written complaint should normally be sent by the clerk to the governing body within 5 school days.
- ◆ It is essential that this process is fair and objective. To avoid a conflict of interest, it is vital that the full governing body does not hear the complaint at this stage. Any governor who has been involved with the complaint at an earlier stage would be unable to give objective consideration to the issue.
- ◆ It is for the governing body to agree upon the procedures for the Complaint Panel meeting. However, the governing body will usually convene a small panel of 3 or 5 governors who have not previously been involved in the complaint. The panel will usually meet within 15 school days of receiving the complaint.
- ◆ The Chair of the panel should notify the headteacher and the complainant as to whether they will be invited to attend the panel meeting. Alternatively, the panel may decide to consider written material only. Both parties must be treated equally. For example, if the headteacher is invited to the meeting, so must the complainant.
- ◆ If the complaint relates to a staff disciplinary or capability matter about which the headteacher has already taken action, the governors should focus on how the original complaint was managed to avoid prejudicing any ongoing disciplinary or capability procedures.
- ◆ The headteacher and complainant should be informed of the Panel's decision in writing within 10 school days.
- ◆ This is the final stage in the school's Complaints Procedure.

The Governing Body's decision is final, however, if the complainant is not happy with the way in which the complaint was processed, they can complain to West Sussex County Council using the County Council's Complaints Procedure. Copies may be obtained by going to www.westsussex.gov.uk and following the link to Contact Us – Complaints or by ringing 0845 0751014 or writing to Freepost, West Sussex County Council, Comments, Compliments & Complaints, County Hall, Chichester PO10 1RQ.

If the complainant believes that the Governing Body or Local Authority acted “unreasonably”, they can complain to the Secretary of State in the Department for Children, Schools and Families under Section 496 of the Education Act 1996. Please note that “unreasonable” is used in a strict sense and means acting in a way that no reasonable school or authority could act in the circumstances. The complainant should write to The Secretary of State, Department for Children, Schools and Families, Sanctuary Buildings, Great Smith Street, London SW1P 3BT or call 0870 001 2288.

Since 2007 Ofsted also has powers to investigate certain complaints by parents about their child's school. Complainants should write to Ofsted, Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA or call 08456 404045 or email enquiries@ofsted.gov.uk

5.3 Roles and Responsibilities

The school's complaints Coordinator is Mrs Della West, Headteacher. In the event of a complaint being against the Headteacher, the Chair of Governors will co-ordinate the procedure, supported by the Clerk to the Governors.

6 Additional Information

Guidance Notes for Headteachers

What is a Complaint?

A complaint is an expression of dissatisfaction, whether made orally or in writing. It is important to distinguish between differences of opinion (e.g. about policies and procedures in school), the very natural concern of parents and carers for their children and real complaints. The procedure makes it clear that those in school are usually best placed to help resolve concerns and complaints.

The manner in which complaints are handled is crucial to achieving a successful resolution. Recognition, by all school staff, of parents' sensitivity, and sometimes over-sensitivity, about their child(ren) is very important. At the same time it is essential that all staff are protected from the over-reaction and abusive attitude adopted by a minority of parents when they have grievances. It is, therefore, essential that all staff are aware of the internal procedure for dealing with complaints and that all health and safety considerations are met (e.g. not meeting with parents whilst alone in the building).

Sometimes complaints involve the reporting of racist incidents. It is important that these are addressed promptly and sensitively. The Authority has issued separate guidance on the recording and reporting of racist incidents.

Complaints concerning Child Protection issues should be managed according to the advice given in the County's Child Protection Procedures Manual (red book).

It is recommended that the school ensures that any third party providers offering community facilities or services through the school or on the school premises have their own complaints procedures in place.

Finally, there are no time limits for making a complaint against a school. If your school receives a complaint several years after a pupil has left, it is important to contact Legal Services for advice before responding.

Why do Parents Complain?

Parents and carers may make complaints for a number of reasons, some of which may seem trivial but are important to the complainant. These reasons include:

- ◆ Greater government and media emphasis on education causing parents to be more questioning and schools and the LEA to be more accountable.

- ◆ A litigation conscious society in which there is an expectation that people will fight for their rights, as they perceive them.
- ◆ Misunderstandings by stressed and anxious parents.
- ◆ Ongoing personal feuds between children and families which can lead to vexatious and frivolous complaints.

Practical Suggestions

- ◆ Most schools make it very clear to parents that it is vital to talk about any issues which arise, as and when they happen, rather than store them up until they reach a flashpoint. Parents need to be reminded that their concerns are taken seriously and that staff will always respond by investigating and/or explaining.
- ◆ It is very natural to feel defensive and dismayed whenever someone announces that they want to make a complaint, but it's important to remember that if there is a genuine issue, it is better to resolve it immediately rather than allow it to gain momentum.
- ◆ Opinions about the school are spread by word of mouth and it is important to be seen to be responsive, making it clear that issues are not 'swept under the carpet'. This can have a huge effect on individual complaints and on the parent's future attitude towards the school.
- ◆ Always deal with complaints as quickly as possible. Grievances can fester if left too long without response or explanation.
- ◆ Make sure policies and procedures are readily available for parents to read, if required.
- ◆ At each stage of the procedure, the person investigating the complaint should make sure they establish what has happened so far, who has been involved, clarify the nature of the complaint and what aspects of the complaint remain unresolved. It is also helpful to clarify what the complainant feels would put things right.
- ◆ Keep a log of everything (i.e. copies of letters, dates of incidents, notes of telephone calls etc.) and keep parents informed of progress in investigating their complaint. A follow-up call or informal meeting to confirm that the issue has been resolved satisfactorily is usually worthwhile.
- ◆ Whatever the nature of the complaint, in most cases parents will be anxious and a sympathetic hearing can make all the difference, even if the complaint is felt to be unfounded.
- ◆ It is possible to let someone know how sorry you are that they are distressed about an issue without admitting any fault, so "I'm sorry you are upset about this" is preferable to "I'm sorry this has happened" until an investigation has taken place.
- ◆ If an obvious mistake has been made, a genuine apology, given as soon as possible, will often defuse any anger quickly and effectively. It is important that staff do not see the giving of an

apology as a weakness, but rather as an honest response in the belief that we all get things wrong sometimes.

- ◆ However time consuming a complaint may be, it usually saves time in the long run to invest time at the beginning. Making sure that the complainant has time to express his/her anxieties, preferably in a quiet place where they can sit down and feel that their complaint is being given full attention, is very important.
- ◆ Some complaints are, by their very nature, impossible to resolve. Alternatively, some parents may find it difficult to accept the outcome of the school's investigation. In such cases, it is crucial that the complaints procedure has been followed carefully so this cannot be open to question.
- ◆ If the school receives a complaint which may lead to media interest, contact the County Public Relations Manager, Jane Robinson, on 01243 777117 for advice.

The Role of the School Complaints Co-ordinator

The headteacher, Mrs D West is the School Complaints Co-ordinator at Davison CE High School for Girls.

The Role of Leadership and Governance

When dealing with complaints from parents or members of the public, the Schools Support Team has a commitment to:

- ◆ Refer the matter back to the school to be dealt with at the appropriate level.
- ◆ Offer advice and information to schools, parents and members of the public on regulations and statutory duties as requested.
- ◆ Where appropriate, act as a mediator particularly where communication between parties has broken down. This might include forwarding correspondence, helping to arrange meetings etc.
- ◆ In the case of complex or vexatious complaints, liaise with Legal Services.
- ◆ Officers may also assist with formal complaints, at the invitation of the governors. Complaint Panels meet only rarely and many governing bodies will have little or no experience of the procedure. Schools Support Team officers are available to support governors with this process and their involvement may help to reassure the complainant that everything has been carried out correctly and fairly, even if he / she dislikes the outcome.

- ◆ Occasionally, the LA receives letters from local Members of Parliament, councillors or other external agencies about a complaint that has been brought to their attention. In such cases, the Schools Support Team will contact the school to discuss a letter of response.
- ◆ In the event that a complainant remains dissatisfied at the end of Stage 3 of the procedures, the Leadership and Governance will discuss the implications with the school on an individual basis.

Church Schools – The Role of the Diocese

Governors may also wish to contact their diocese to discuss complex complaints.

Reporting General Complaints to the Governing Body

Any complaint not resolved at headteacher level will be reported to the Governing Body as having progressed to Governor level. No names or detail will be included in the report – only the area/nature of the complaint, to enable monitoring.

7 Guidance Notes for School Governors

Introduction

Section 29 of the Education Act 2002 requires governing bodies to establish and publicise procedures for dealing with all complaints against the school.

This guidance, together with the policy and the guidance notes for headteachers is designed to assist the governing body in the preparation of a school complaints procedure. In particular, the guidance is designed to help governors set up and manage a Governors' Complaint Panel when complaints reach Stage 3 of the procedure.

The Background

Relevant Extracts from 'A Guide to the Law for School Governors' (latest version June 2007):

- Section 29 of the Education Act 2002 requires all governing bodies to have a procedure to deal with complaints relating to aspects of the school, and to any community facilities or services that the school provides. The procedure must be publicised.
- Local Authorities (LAs) are required to set up a procedure for dealing with certain types of complaints, for example complaints about the curriculum or collective worship in a school. The governing bodies' complaints procedure will not replace the arrangements made for those types of complaint. In addition, there are certain complaints that fall outside the remit of the

governing bodies' complaints procedure, for example staff grievances or disciplinary procedures. Separate procedures should be in place to deal with these cases.

- The governing body should ensure that anyone who wishes to make a complaint is given fair treatment and a chance to state their case either in person or in writing. Decisions taken, and the reasons why, should be given in writing, and the person complaining should be given details of his or her rights of appeal at that time. It is advisable that timescales are set for dealing with complaints so that the process does not take too long. Governing bodies can get advice on how to deal with complaints from the LA. A toolkit document containing key messages to help schools to draw up a complaints procedure or modify an existing procedure is also available at www.governornet.co.uk
- A complaint may be made to the Secretary of State for Children, Schools and Families if a person believes that a governing body or LA is acting "unreasonably", or is failing to carry out its statutory duties properly (Sections 496 and 497 Education Act 1996). However, intervention can only occur if the governing body or the LA has failed to carry out a legal duty or has acted "unreasonably" in the performance of a duty. Intervention would have to be expedient in the sense that there would have to be something that the Secretary of State for Children, Schools and Families could instruct either party to do to put matters right. The Secretary of State must be satisfied that a decision is unreasonable in the sense that no reasonable authority or governing body, acting with due regard to its statutory responsibilities, would have reached that decision.
- Ofsted has powers to investigate certain complaints by parents about their child's school for the purpose of deciding whether to use its inspection powers. It has powers to obtain information to facilitate an investigation.
- The governing body must, if requested to do so, provide Ofsted with any information held by them which Ofsted specifies and any other information that the school considers to be relevant to the investigation of a complaint.
- Should Ofsted consider it appropriate for the purpose of an investigation that Ofsted meets with parents, the governing body (or in the case of a school which does not have a delegated budget, the LA) must co-operate with Ofsted in arranging the meeting including allowing a meeting to take place on the school premises, fixing a date for the meeting and notifying parents and the LA of the meeting. A representative of the governing body and the LA may also attend the meeting.
- If Ofsted prepare a report of an investigation, that report must be passed to the governing body (or in the case of a school which does not have a delegated budget, the LA). The body sent the report by Ofsted must send a copy of it to all registered parents.

The Role of the Governing Body's Complaints Panel

If a complaint remains unresolved at Stage 2 of the Complaints Procedure, the complainant may make a formal complaint in writing to the Chair of Governors (or a nominated governor) who will then convene a Complaints Panel.

Governors should only proceed with this formal stage of the Complaint Procedure if they have received a complaint in writing addressed to the Chair of Governors and all previous stages have been exhausted.

If governors have not already done so, it is recommended that advice should be sought from the Children and Young People's Leadership and Governance and/or from the Board of Education (Church of England schools) or the Diocesan Schools' Commission (Catholic schools).

The Complaints Panel should be made up of either three or five governors. The panel should agree who will chair the meeting and should usually meet within 15 school days of receiving the formal complaint.

It is important that the panel meeting is independent and impartial and that it is seen to be so. No governor should sit on the panel if they have had prior involvement in the complaint or in the circumstances surrounding it. Ideally, the panel should include a cross-section of the categories of governors, and all should be aware of the school's complaints policy and procedures.

The independence and impartiality of the panel meeting is very important. To avoid a serious conflict of interest it is vital that the full governing body does not hear a complaint at this stage. For example, if a staff appeal resulted from the decision, an unprejudiced panel of governors would be required to hear that appeal. Any governor who has been involved with the complaint at a previous stage would be unable to give fair, unbiased consideration to the issue.

If the complaint relates to a staff disciplinary/capability matter about which the Headteacher has already taken action, the governors should focus on how the original complaint was managed to avoid prejudicing any ongoing disciplinary/capability procedure.

Procedure

- ◆ The LA recommends that a complaints panel should be clerked, with the clerk acting as the point of contact for the complainant. The clerk to the governing body would normally send acknowledgement of a written complaint within five days. The clerk would then arrange for the Governors Complaints Panel to be convened on a date which is convenient to all parties.
- ◆ The clerk should ensure that all members of the panel, the headteacher and the complainant receive copies of all relevant paperwork and the chair may arrange for a summary to be provided if the issue is complex. The chair of the Panel should notify the complainant and the headteacher of whether or not they will be invited to attend the Complaints Panel in person. Alternatively, the Panel may decide to consider written statements only. In this case, any member of staff whose actions are implicated in the letter of complaint should be invited to submit a written statement to the Complaints Panel although they are not obliged to do so. The headteacher should also submit a written record of any action he/she has taken in relation to the complaint. Ideally, the clerk should collate all the written material and circulate it as advised above at least three days before the panel meets. This will enable governors to prepare questions and discussion points.
- ◆ If the complainant is invited to present his/her case in person, notification of the date, time and place of the meeting should be sent not less than five working days in advance, with an explanation of how the meeting will be conducted. The clerk should also notify the complainant that they have the right to be accompanied to the meeting by a friend.

- ◆ The Chair should ensure that the meeting is minuted. A decision will need to be made about the confidentiality of these minutes.
- ◆ The meeting should clearly demonstrate that the complaint has been taken seriously and an attempt made to resolve the issues though, of course, this may not be possible.
- ◆ The complainant and the headteacher should be informed that the panel will consider its decision and communicate this in writing within 10 working days.
- ◆ The Panel should consider the evidence and as a result:
 - (a) Reach a decision, if necessary by a majority vote, and give reasons for it. This panel may decide to dismiss or uphold the complaint either in whole or in part.
 - (b) Decide on any further appropriate action to resolve the complaint;
 - (c) Recommend, if appropriate, changes to school procedures which will ensure that similar problems do not occur in the future;
- ◆ The clerk should write to the complainant giving a full explanation of the decision and the reason for it, indicating any further action to be taken or proposed.

Procedure for a Complaints Panel Meeting where the Complainant and Headteacher are not Invited to Attend

- i. Confirm Chair and the procedure.
- ii. Chair outlines the complaint and sums up the main issues.
- iii. Taking each point raised by the complainant in turn, the panel should consider the school's response to the complaint. They should discuss any written reports submitted to the panel.
- iv. Once all written statements have been considered, the governors should discuss the complaint and reach their conclusions.
- v. The panel should record their decision and their reasons for this.
- vi. The chair / clerk should write to the complainant and headteacher within 10 working days giving a full explanation of their decision and the reasons for this. If appropriate, the letter may also outline any changes to school procedures and policies as a result of the complaint.

Please note that officers of the Schools Support Team will attend complaints panel meetings on request. The officer's role is to act as an independent observer and/or to offer advice on procedure. The involvement of the officer may also help to reassure the complainant that the procedure has been carried out correctly and fairly, even if he/she dislikes the outcome.

Procedure for a Complaints Panel Meeting where the Complainant and Headteacher are Invited to Attend

The panel meeting should be as informal as possible. It is important that all parties have an opportunity to hear what is being said. It is imperative that both the complainant and the headteacher remain in the room at the same time. If one party leaves, the other should also be asked to do the same.

- i. Confirm chairman and the procedure. Introductions.
- ii. Complainant presents case, offering comments in support of their written grounds for complaint.
- iii. Governors may ask questions of the complainant.
- iv. Headteacher responds to the complainant's case, offering comment in support of his or her written report. Usually, the headteacher should attend the panel meeting on behalf of members of staff. However, other members of staff may be invited to attend the meeting to present their case and answer questions.
- v. Governors may ask questions of the headteacher.
- vi. Headteacher gives final summary.
- vii. Complainant gives final summary.
- viii. Members of the panel, the clerk and, where appropriate, the Support Officer from the LA, remain while all others withdraw to leave the panel to discuss the matter and to reach their conclusions.
- ix. The meeting reconvenes for the Chairman to announce:
 - ◆ The decision and the reasons for it or
 - ◆ That it has not been possible to come to a decision at this stage, but the outcome of the complaint will be communicated in writing within ten school days.

The decision of the governing body's complaints panel is final. If the complainant remains dissatisfied with outcome, advice should be sought from Leadership and Governance.

8 Document Information

8.1 Date of next policy review

This policy will be revised in line with any revisions offered by the Local Authority

8.2 Change History

| Date | Version | Author | Changes Made |
|----------|---------|------------|--------------|
| 04/02/08 | 1 | Della West | First Draft |

9 Appendices

Example of a Complaint Form

If a person wishes to log a formal complaint in writing to either the Headteacher or the Governing Body, the following form may be used.

Please complete and return to Mrs Jean Page, Clerk to the Governors, who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name (if applicable):

Your relationship to the pupil (if applicable):

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date:

Standard Letters

These letters are provided as a guide only.

Initial Response:

Dear

Thank you for coming to see me about

I can assure you that the matter you have raised will be fully looked into within the school. As you know, we always try to deal with any parental concerns as quickly and thoroughly as possible and I will contact you again by to let you know the outcome.

Thank you again for bringing this matter to my attention.

Yours sincerely,

Response after Head's Investigation:

Dear

Further to our meeting on I have now had an opportunity to look into your concerns. The results of my investigations are:

I hope you are satisfied that the matter has now been dealt with appropriately. If, however, you feel that your concerns have not been fully addressed, you may wish to proceed to the next stage of the School Complaints Policy by writing to the Chair of Governors to ask for the matter to be considered by the Governors' Complaints Panel. If you do wish to proceed in this way, you will need to contact the Chair of Governors within 10 school days of the date of this letter.

Yours sincerely,

Advising Complainant about the Complaints Panel Meeting where Complainant and Headteacher are not Invited in Person:

Dear

Thank you for your letter dated indicating that you wish to make a formal complaint about Davison CE High School for Girls.

I am now writing to advise you that a panel of governors of the school will be meeting to discuss your complaint in order to reach a decision which produces a fair and reasonable outcome in the circumstances. The panel will consist of three governors who have had no prior involvement with the complaint. The governors are (names).

The panel will be discussing in full all the points made in your formal letter of complaint. They will not be able to consider any new issues which have not been made available to the panel prior to the meeting. Please ensure, therefore, that any additional papers that you would like considered at the meeting are sent to me by

May I take this opportunity to assure you that the panel will pay careful attention to both your views and those of the school, and will make every effort to find a mutually acceptable solution to the situation which has led to your complaint.

Yours sincerely,

Advising Complainant about the Complaints Panel Meeting where Complainant and Headteacher are Invited in Person:

Dear

Thank you for your letter dated indicating that you wish to make a formal complaint about Davison CE High School for Girls.

I am now writing to invite you to a meeting with a panel of governors of the school to discuss your complaint and to reach a decision which produces a fair and reasonable outcome in the circumstances. The panel will consist of three governors who have had no prior involvement with the complaint. The three governors are . . . (names). You may wish to bring a friend or relation to the meeting.

The meeting will be held on ...(date)... at ...(time)... at ...(location) *. We shall be discussing in full all the points made in your formal letter of complaint. We will not be able to consider any new issues which have not been made available to all the participants prior to the meeting. Please ensure, therefore, that any additional papers that you would like considered at the meeting are sent to me by You will receive copies of all the papers being considered by the Complaints Panel in due course.

May I take this opportunity to assure you that the panel will pay careful attention to both your views and those of the school, and will make every effort to find a mutually acceptable solution to the situation which has led to your complaint.

Yours sincerely,

* NB Date should be agreed in advance to ensure it is convenient to all parties

Model Letter of Notification of Decision Regarding the Complaint Panel Meeting

Dear

Following receipt of your formal letter of complaint concerning I am writing to inform you that the Governors' Complaint Panel met on (date) to consider your complaint. Having considered all the information available, the panel has concluded that

I hope that we can now put this matter behind us and work for the benefit of your child's progress.

Yours sincerely