



## Hope View School

### COMPLAINTS PROCEDURES

As part of the school's aims we hope that all individuals within the school or connected with the school will feel a sense of pride in their school and will therefore develop a sense of responsibility and loyalty and will work to promote the school's image in the community.

On the rare occasions when a member of the community, be it parent/carer or neighbour, expresses a complaint about some aspect of the school, we must show ourselves to be prepared to listen, to act and to communicate the results of our actions to the complainant. This policy is designed to clarify the steps we as a school will take in the resolution of complaints.

#### **Stages of the procedure**

##### **Informal stage:**

1. Complaints generally arrive at the school in one of three forms: by telephone, by letter to the Headteacher or Deputy Head or in person.

Telephone complaints should be directed to a member of the Senior Leadership Team. If they are unavailable a message should be taken and the complainant informed that a member of the Senior Leadership Team will contact them as soon as they are available.

Written complaints should be passed to the Headteacher who will decide which member of the Senior Leadership Team will respond.

**If the complaint or allegation relates to a matter which could be deemed to be a safeguarding issue, the Local Authority Designated Officer (LADO) will be contacted by the school's Designated Safeguarding Lead (DSL) to seek advice before any investigation is initiated.**

Complaints made in person will be referred to a member of the Senior Leadership Team if they are available. Should they not be available, a decision needs to be made as to whether the person can be seen immediately by another member of staff, or if a later appointment should be made. It is important to take the heat off a situation and for the complainant to be listened to even if a resolution cannot be found immediately. Certainly it is better to remove an agitated person from the very public location of reception to somewhere more private.

The Senior Leadership Team will discuss appropriate strategies for dealing with individual complaints as and when the need arises.

2. Complainants seldom have the full picture when they make a complaint. It is therefore imperative that a thorough investigation is mounted as soon as is practical. This may take some time but the complainant needs to know that s/he has not been forgotten, so regular updates should be given regarding the progress of an investigation on the following time scale:

The complainant telephoned to confirm receipt of complaint: *by the end of the next working day;*

Updates on progress: *at least every 5 working days.*

Conclusion of investigation: *at most 10 working days after original complaint.*

In practice, most complaints should be dealt with rather quicker than 10 working days.

### **Formal Stage:**

If not satisfied, the complainant can put their complaint in writing to the Headteacher who will investigate further.

Within 10 working days the Headteacher must either write to inform the complainant of a decision or tell him/her a decision will be made.

### **Appeal Stage**

If still dissatisfied, the complainant can appeal to a panel of three people set up by the school's Independent Advisor, none of whom should have been previously involved in the consideration of the complaint. One member of this chosen panel will be independent of the management and running of the school. A hearing will be held to which the complainant will be invited. The latter may also wish to bring a person in support of them to the hearing.

The panel will forward written copies of their findings and recommendations to the following:

- Complainant
- Proprietor/Headteacher
- Person about whom the complaint was made (if applicable)

A written response from the hearing will be made within 15 school days.

## **Confidentiality and Record of Complaints.**

A written record of a complaint will be kept no matter which stage the complaint reaches. All complaints made will be treated with confidentiality by the school including any written correspondence and statements pertaining to the complaint. Information will only be shared with those whom the complaint concerns:

- Proprietor/Headteacher
- Person about whom the complaint was made (if applicable)
- Panel of Appeal (where relevant)

## **Equality and Diversity**

Hope View School is committed to equality of opportunity for all pupils and staff in which people treat each other with mutual respect, regardless of: age, disability, family responsibility, marital status, race, colour, ethnicity, nationality, religion or belief, gender, gender identity, transgender, sexual orientation, trade union activity or unrelated criminal convictions. We strive to educate, promote and celebrate the wider diversity of society within our school community.

## **Links with other policies and practices**

Pupil Complaints Policy

Grievance Procedures

Managing allegations against staff Policy

Whistleblowing Policy

**Responsible Person: Mrs C Lorne – Proprietor**

**Policy review date: September 2025**

**HOPE VIEW SCHOOL**  
**RECORD OF COMPLAINTS 2023-2024**

**COMPLAINTS RECEIVED DURING ACADEMIC YEAR 2023-2024 = 1**