



## Jersey College for Girls & JCG Preparatory School

### Whole College Complaints Policy

#### Policy for dealing with complaints for parents or staff

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#### Context

We welcome suggestions for improving our work in and across the whole College. Be assured that, no matter what you want to tell us, our support and respect for your child and their work will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we receive from parents in addressing any problems that arise.

We receive very few complaints. Problems sometimes arise from misunderstandings which are easily addressed. Most concerns and complaints can be sorted out quickly by speaking with your child's teacher, tutor or Head of Key Stage. When parents and teachers treat each other with mutual respect and support, this provides a very good role model for all our children.

If, having spoken to the teacher/member of staff, you still have concerns, you should see the Principal at JCG or the Head teacher at JCGP. The Principal / Head teacher, or nominated senior teacher, will investigate the problem and discuss the findings with you so that we can find a way forward together which serves the best interest of both the College and your child. In the unlikely event of the problem remaining unresolved you can put your complaint in writing and, if necessary, could subsequently refer it to the Chair of Governors.

#### Procedure

The procedure to be followed in the event of a complaint being made is summarised in the following stages:

##### Stage 1: Informal Action

- Parents/staff discuss concerns with the relevant member of staff.
- If the matter cannot be resolved easily, a clear note is made, including complainant's name, phone number and date. The teacher/member of staff with the complaint may also consult the Principal / Head teacher at this stage.
- The teacher or Principal / Head teacher ensures that the parent/staff is clear what action or monitoring of the situation has been agreed.
- If no satisfactory solution has been found, parents/member of staff is asked if they wish their concern to be considered further.

### Stage 2: Referral to the Principal / Head teacher

- The Principal / Head teacher acknowledges the complaint, orally or in writing, within 3 working days.
- A meeting is arranged with the complainant to clarify and supplement any information given.
- The Principal / Head teacher, or nominated senior teacher, investigates further, interviewing witnesses as appropriate. If the complaint centres on a student, the student would normally be interviewed with a parent present or, if this is not possible, with a member of staff who is not directly involved.
- The Principal / Head teacher, or nominated senior teacher, keeps written records of meetings, telephone conversations and other documentation.
- Once all relevant facts have been established, the Principal / Head teacher, or nominated senior teacher, responds. If the complaint was in writing, a written response will be sent.
- If the complainant is not satisfied, they are advised to write to the Governing Body
- The Principal / Head teacher will provide an annual report to the Governing Body on the number, nature and outcomes of any complaints

If the complaint is against the Principal / Head teacher, the Stage 2 procedures are carried out by the Chair of the Governing Body.

### Stage 3: Review by the Governing Body

- The Chair acknowledges receipt of the written complaint, informing the complainant that the complaint is to be heard by a Committee of three members of the College's Governing Body within 20 working days.
- The Chair arranges to convene a Complaints Panel elected from members of the Governing Body. The members should have no prior involvement with the complaint and they should elect a Chair for the committee. All relevant documentation regarding the complaint should be given to the members of the committee as soon as possible.
- The Chair of the Committee will write and inform all concerned of the date, time and place of the meeting at least 5 working days in advance. The notification to the complainant should also inform him/her of the right to be accompanied to the meeting by a friend and the right to submit further written evidence.
- It is the responsibility of the Chair of the Committee to ensure that the meeting is properly minuted.
- After the meeting, the Committee will consider the evidence and a written decision will be sent to the Principal / Head teacher and the complainant within 15 working days.

### Stage 4: Beyond the Governing Body

Complaints can be taken to the Department for Education on the grounds that a Governing Body is acting or proposing to act unreasonably or has failed to discharge its duties.

Note: This policy reflects the ESC's policy "Complaints/Concerns – Dealing with Public Concerns Policy".