

Darton High School – Complaints Procedure

Our school complaints procedure has been implemented to encourage a shared approach and promote confidence in the school. The school values its relationship between parents, students, visitors and the wider community and it is therefore essential that anyone who wish to raise a concern/complaint contacts the school as soon as possible.

All complaints brought to the school's attention by either letter, email or in person will be processed in the following way: -

The informal stage (for example, how to share a concern)

Parents will be encouraged to speak informally with a member of staff as soon as they have a concern e.g. form tutor, subject teacher or pastoral leader either by telephone, email or in person. If a satisfactory outcome is not achieved at this stage parents will be advised to write to the headteacher.

Stage 1

Parents will be encourage to write to the headteacher if their concern did not reach a satisfactory outcome at the informal stage or if their concern if felt to be more serious. The letter should contain details of their concern and enclose any appropriate paperwork.

The letter will be passed to the complaints co-ordinator who will respond as soon as possible to the parent acknowledging their letter and give a response time depending on the nature of the complaint and the depth of investigation required, standard practice would normally be 1 week extending to 4 weeks.

The complaint will be logged, actions slip attached to a copy of the original letter and then passed to the relevant senior member of staff who will investigate the complaint and respond to the parent within the given timescale. A copy of the response together with the action slip will be returned to the complaints co-ordinator for recording on the complaints log.

The complaints co-ordinator will contact the parent one week following the response to check that the parent was happy with the outcome.

If a parent remains dissatisfied the headteacher will be notified and will need to decide when to give a final response and refer the parent to stage 2 of the complaints process.

Stage 2

If a parent is dissatisfied with the outcome of their complaint at stage 1 they will be asked to write to the school's chair of governors. This letter will need to contain information outlining their complaint, explain the reasons for pursuing it beyond the headteacher's response and enclosing any relevant paperwork. The timescales for acknowledging the complaint and making a response at this stage will be similar to those outlined for stage 1.

This stage offers an opportunity for achieving conciliation between all parties. Informal discussions between the Chair of governors will be key to resolving the complaint and agreeing a way forward. The Chair of governors (or Vice Chair) and the complaints co-ordinator will liaise throughout the process of stage 2.

Stage 3

Parents dissatisfied with the outcome at stage 2 can appeal to the school's governing body and should appeal in writing to the clerk of the governing body giving details of the issues in detail and saying why they are dissatisfied with the outcomes at the previous stages. A meeting will be convened between parents and a panel of the Governing Body (at least three members of the governing body, not including the Chair of Governors, or Vice Chair, depending on who was involved in stage 2 or staff governors of the school). This is the final stage of the school's complaints procedure. If a parent believes that the headteacher's and governors' actions have been unreasonable or the correct procedure has not been adhered to the only recourse is to the Secretary of State.

Cont/.....

Stage 4

The local authority (LA) offers a further right of appeal for parents who have exhausted the school's procedures if the complaint is about the national curriculum and related matters or provision of collective worship and religious education.

Useful addresses and contacts

The schools address details: -

Darton High School
Churchfield Lane
Darton
Barnsley
South Yorkshire
S75 5EW

Tel. 01226 382568
Fax. 01226 382350
e.mail darton.high@barnsley.org

Headteacher – Mr S Hill
Chair of Governors – Mr J Sanderson
Complaints Co-ordinator – Mrs A Derbyshire
Clerk to the Governing Body – Mrs J Young

All correspondence for the above staff should be addressed to the school and marked for their attention

Barnsley Metropolitan Borough Council

Local Authority Complaints Adviser –

Tel. 01226 773535
e.mail – education@barnsley.gov.uk

The informal stage (for example, how to share a concern)

Parents will be encouraged to speak informally with a member of staff as soon as they have a concern e.g. form tutor, subject teacher or pastoral leader either by telephone, email or in person. If a satisfactory outcome is not achieved at this stage parents will be advised to write to the headteacher.

Stage 1 - Initial letter, e-mail or telephone message arrives into school - received by the Headteacher's PA

Passed on to Complaints Co-ordinator immediately (same day)

Complaint logged in file; telephone call to person who has raised the complaint, correspondence photocopied and passed on to relevant person, together, with a complaint action slip – this will give information on the complaint and the time scale allocated for a response.

After responding to the complaint, the complaint action slip will be passed back to Complaints Co-ordinator giving details on what action has been taken and if the matter is resolved.

Complaints Co-ordinator will file the complaint action slip after analysis and recording on the complaints database.

The Complaints Co-ordinator will contact the parent to check if they have received a satisfactory response - should the person not feel happy that the complaint has been resolved it will be then passed on to the Headteacher. All copies of correspondence and action taken to date will be available for his attention.

Should the matter not be resolved at Stage 1 the parent will be asked to write to the Chair of governors which is Stage 2 of the complaints procedure.

Stage 2 – A letter from the parent to the Chair of governors outlining their complaint and the reason for pursuing it beyond the headteacher's response.

This stage offers an opportunity for achieving conciliation between all parties and the Chair of governors will be key to resolving the complaint and agreeing a way forward.

Stage 3 - Should the matter not be resolved at Stage 2 the parent will be asked to appeal in writing to the Governing Body giving details of why they are dissatisfied with the outcome at the previous stages. This is the final stage of the school's complaints procedure.

Stage 4 – The local authority (LA) offers a further right of appeal for parents who have exhausted the school's procedures if the complaint is about the national curriculum and related matters or provision of collective worship and religious education.