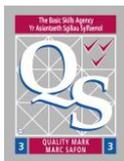


# YSGOL GYFUN BRYNTIRION COMPREHENSIVE SCHOOL



## Complaints Policy





## **BRYNTIRION COMPREHENSIVE SCHOOL**

### **COMPLAINTS PROCEDURE**

#### **INTRODUCTION**

This policy addresses Section 29 of the Education Act 2002 which requires all maintained schools in Wales to establish procedures for dealing with complaints from parents, pupils, members of staff, governors, members of the community and others.

**National Assembly 3/2004** Circular Guidance suggests possible 'routes' for dealing with complaints and this policy adheres to the guidance.

The **aim** of this policy is to ensure that:

- Anyone with an interest in the school (parents, members of staff, governors, pupils, members of the local community and others) are clear how they can express complaints, and how they will be responded to at each stage
- School staff and governors are clear about their roles and responsibilities in responding to complaints
- Bryntirion can learn lessons and improve procedures as a result of individual cases and monitor long-term trends
- All parties are assured of a consistent documented approach
- The complaints' procedure should be fair to all parties

A summary of this document is published in the school prospectus and the full document is made available to all parents and all those who request a copy.

#### **Principles of the Policy**

Complaints made to the school are kept confidential and only those involved in investigating and making a decision are made aware of the complaint. As a general principle the accused person is entitled to know the substance of the accusation. However, there might be instances where the governing body may decide to withhold information e.g. to protect the source or for data protection requirements.

If a pupil is a complainant, as the subject of a complaint or as a witness then his/her parent/guardian or an adult of the pupil's choice may accompany them. Pupils may provide evidence to committees but this would need to be done voluntarily and with the parents' consent in the case of a pupil under the age of 16.

This purpose of the policy is to ensure fast and effective complaint resolution at stage 1 (see flow charts), if possible. In the case of an anonymous complaint which includes an allegation then the person receiving the complaint should make a judgement as to whether it should be investigated

Withdrawn complaints should be recorded and acknowledged by letter.

When a complaint is received a file is drawn up to monitor and record the progress. This contains the evidence that the complaint was considered and the outcome. The file is used for reference if further complaints arise relating to the original issue and can identify trends or recurring themes in complaints cases.

This policy establishes a three stage procedure which are set out in Appendix 1:

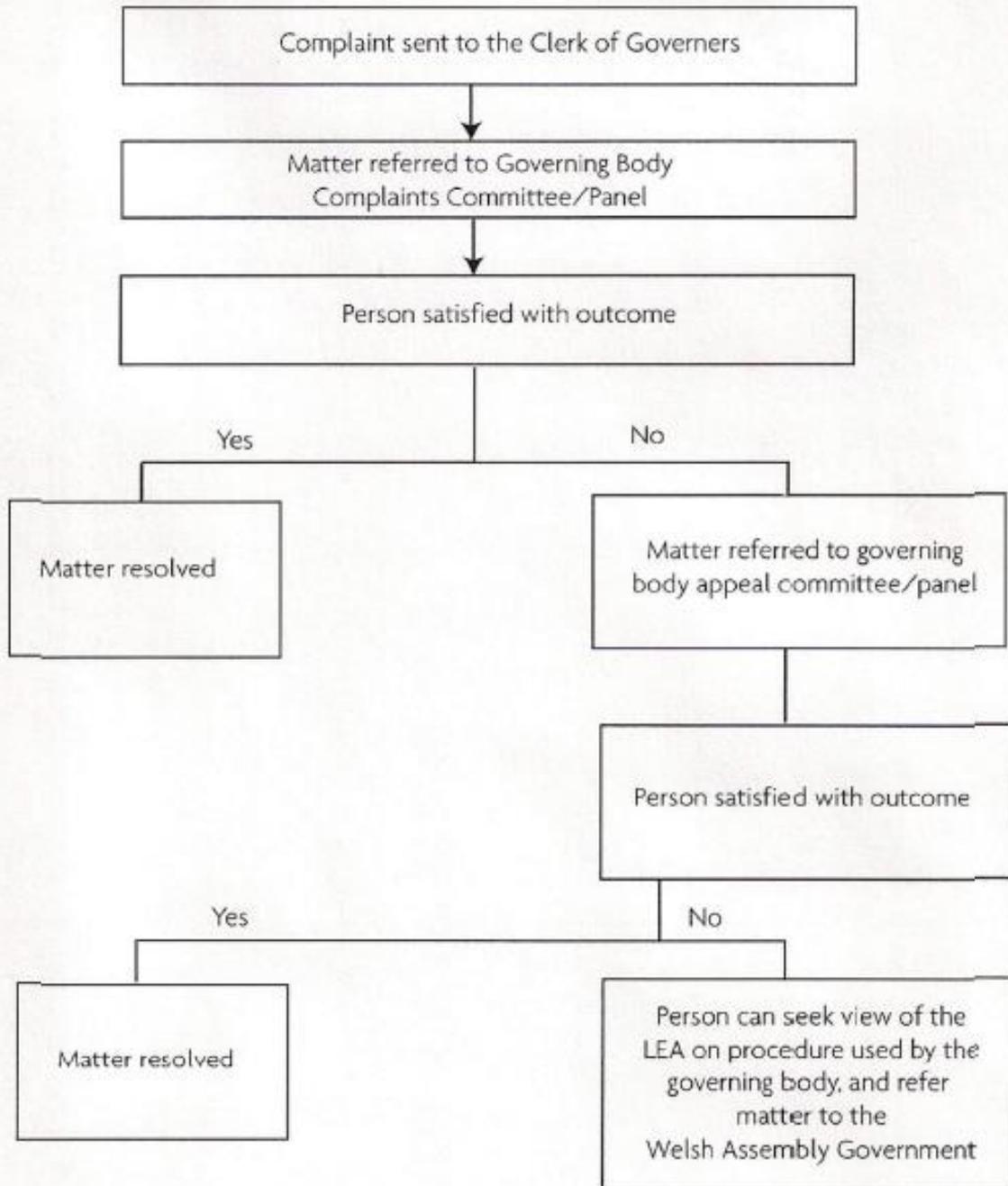
- Stage 1 – complaint raised with (and resolved) by first recipient within the school
- Stage 2 – matter referred to headteacher for investigation, decision and resolution
- Stage 3 – matter referred to the governing body for investigation, decision and resolution

At all stages of the complaints process, those responsible for investigating complaints will ensure that the substance of the complaint is not one that may be dealt with under any other procedure e.g. staff capability, staff grievance, staff discipline or child protection. If at any time the issues raised require action under those procedures, then those procedures take precedence and should be implemented.

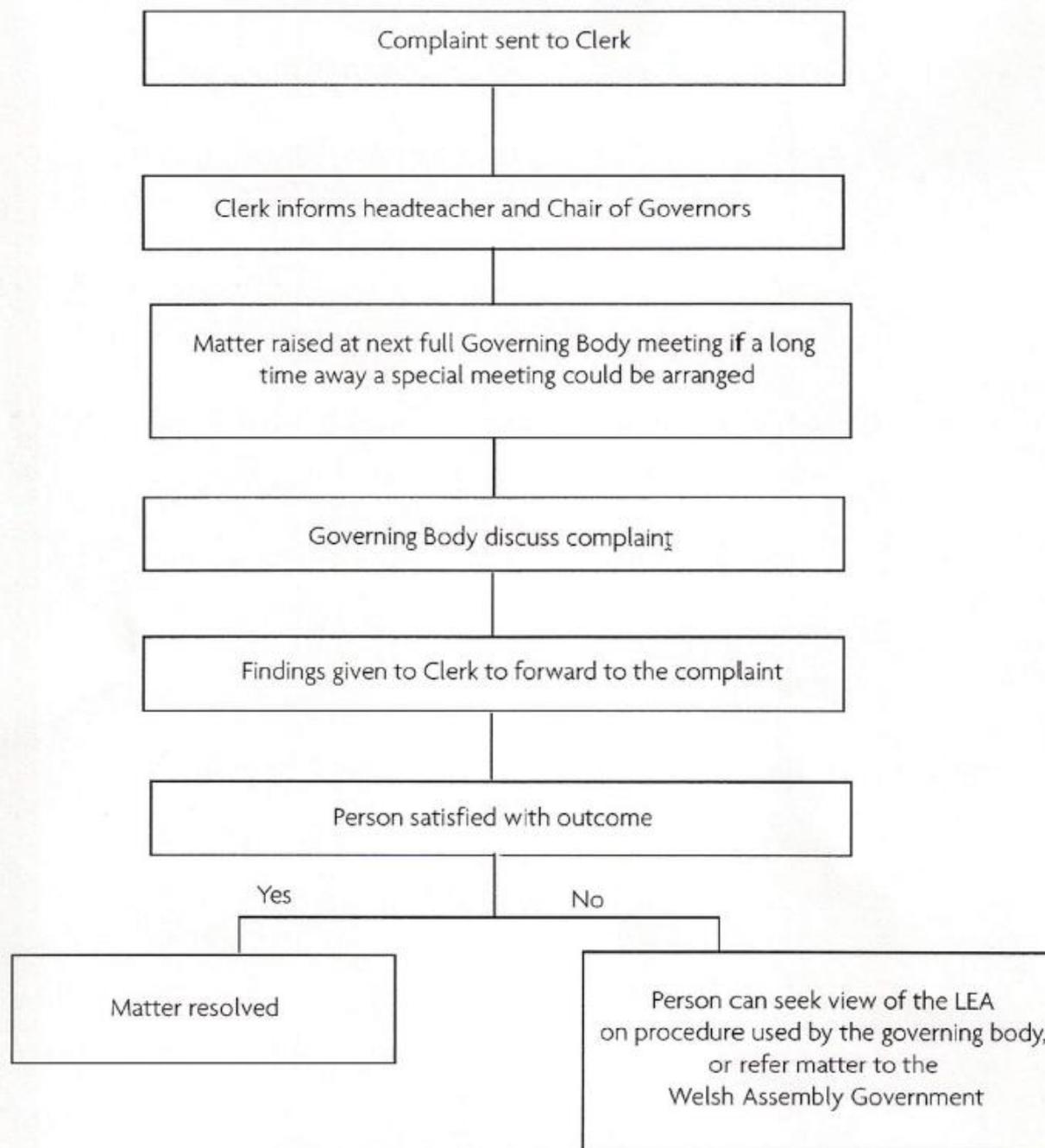
The attached flow charts outline the procedures if complaints are made against

- Bryntirion Comprehensive School
- Headteacher
- Chair of Governors and Headteacher
- Chair and Vice Chair of Governors together
- Governor (including the Vice Chair) or group of Governors

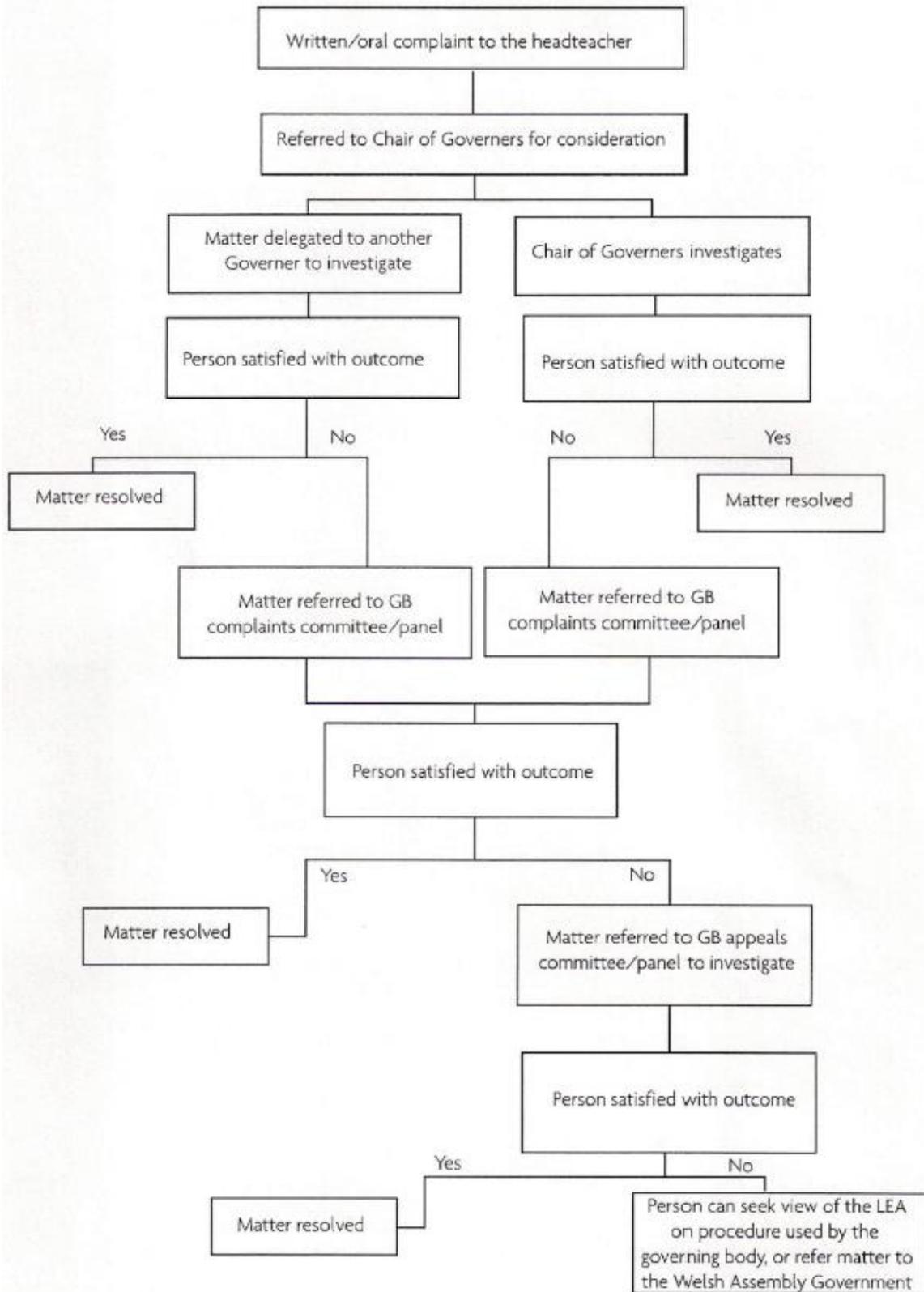
## COMPLAINT AGAINST CHAIR OF GOVERNORS



## COMPLAINT AGAINST WHOLE GOVERNING BODY

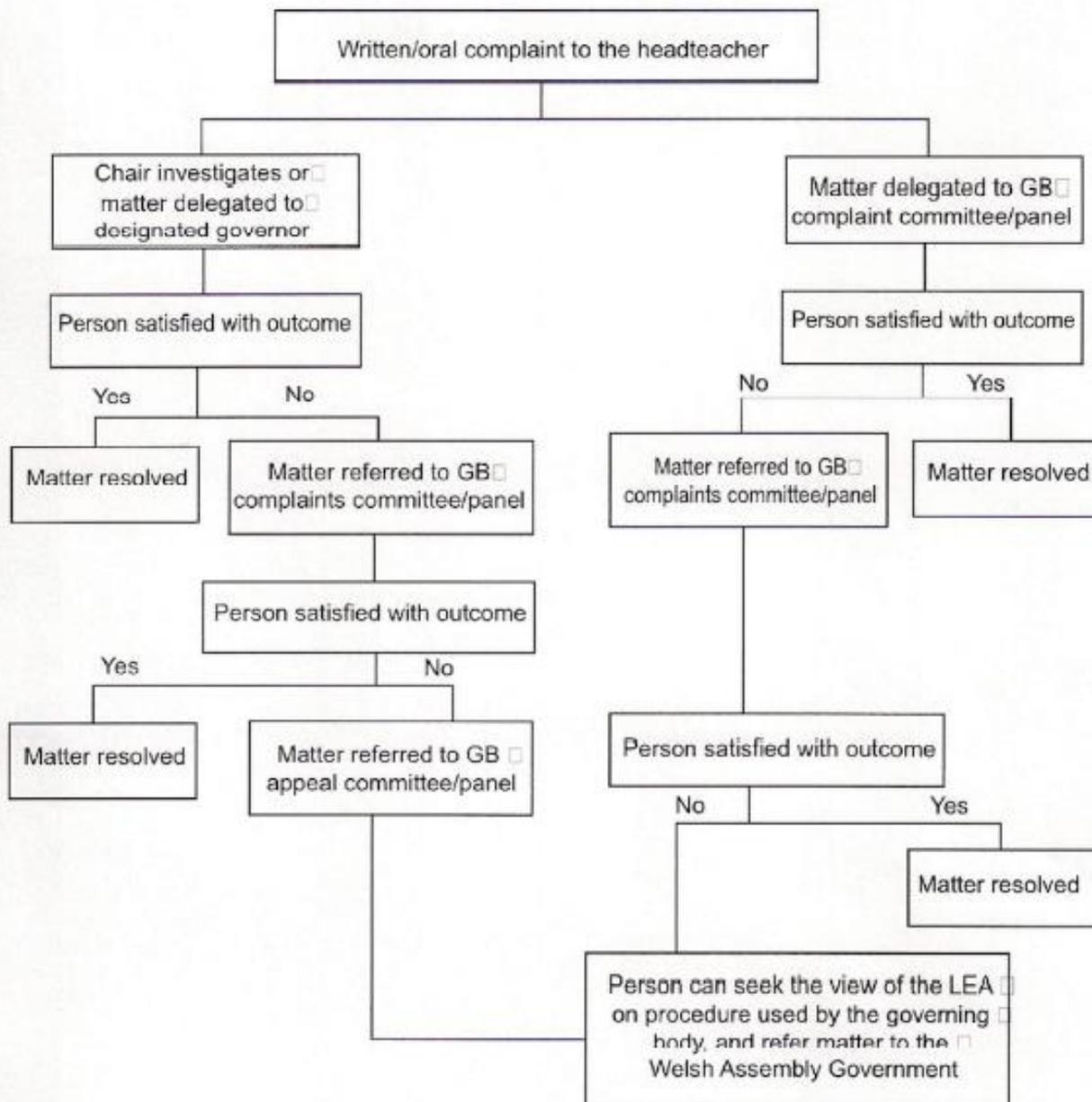


**STAGES FOR HANDLING COMPLAINTS AGAINST A GOVERNER  
IN PRIMARY AND SECONDARY SCHOOLS**



\* Any complaint against a governor should not be referred to a governing body meeting until the matter is resolved and the governor informed.

**STAGES FOR HANDLING COMPLAINTS AGAINST THE HEADTEACHER FROM PARENTS AND OTHERS IN PRIMARY AND SECONDARY SCHOOLS**



\*Complaints against the headteacher must not be referred to another member of staff to investigate.

\*\*Serious complaints must be referred immediately to the LEA.

\*\*\*Before investigating the complaint or delegating investigation to another governor or the governing body complaints committee/panel, the Chair must consider whether the complaint needs to be dealt with by other procedures ie, capability or staff grievance, if the complaint is from another member of staff