



Ysgol Iolo Morganwg

Complaints Policy

The Welsh Office published new rules which require every governing body to draw up procedures for general complaints made by governors, pupils and others by February 2000.

Broadly:

Every *complaint* should be taken to the headteacher first. If you are dissatisfied or if the complaint is against the headteacher then it should be sent to the Chair of Governors in writing. The Complaints Committee will then discuss it.

Contact Details:

The Head: Mr Dylan Wyn Evans

Chair of Governors: Mr. A. Huw

Ysgol Iolo Morganwg, Broadway, Cowbridge, Vale of Glamorgan, CF71 7ER

Tel: 01446 772358 Fax: 01446 775284

e-mail: YloloMorganwg@valeofglamorgan.gov.uk

If the outcome is unsatisfactory, or if the complaint is directed against the Governors, then the matter must be referred in writing to the Education Director, Civil Offices, Barry.

This procedure does not replace complaints arrangements which already exist with regard to the curriculum, sex education, entrance, expulsion of pupils, special needs, staff complaints, staff ability or child protection investigations.

1.1 The Headteacher will be the school's complaints officer who will research every complaint formally and decide on the action to be taken. The governing body can appeal against the decision and can appoint their research to a committee. No governor should be a member of this panel/committee. The governing body can make provisions to allow an appeal to the LEA.

1.2 Any complaint against the headteacher, governors or governing body should be referred to the chair who will take the complaints officer role. Complaints directed against the chair will be referred to the clerk and then the governors and will then be discussed in a full meeting of the governing body.

2. GENERAL COMPLAINTS

Types of Complaints

2.1 According to the Schools Framework and Standards Act 1998 the governing body must decide how to treat complaints from pupils, governors and others.

There should be three different written procedures for dealing with these types of complaints.

2.2 This section does not deal with complaints involving:

The Curriculum
Sex Education
access
expulsion of pupils
Special Educational Needs
Staff complaints
research into child protection

A provision for parents' complaints on the curriculum already exists and is outlined in the handbook.

2.3 Different steps are part of the complaints process

- the complaints officer to consider the complaint informally
- a formal complaint to the complaints officer
- any serious or urgent complaints should be referred directly to the headteacher
- appeal to the governing body
- appeal to the LEA with the agreement of the governing body

Step 1) Informal consideration of the complaint

When a person has made a complaint, in writing or in person, to a member of staff or to governors and the matter has not been resolved completely, a formal complaint may be made.

Step 2) Formal consideration of the complaint

A formal complaint must be referred to the complaints officer in writing.

- The Headteacher is the complaints officer.
- The complaints officer keeps a record of all complaints. It should include the following information:
 - the name and address of the complainant
 - a short description of the complaint
 - the time spent resolving the complaint and the outcome

The LEA or Secretary of State can see the register at any time

The complaints officer will investigate the complaint and decide what action to take, if relevant, in response. A letter should be written informing the complainants of the decision within 10 days of the complaint being made. If this is not possible a letter should be sent noting when the decision will be made. The letter should note the right to refer to the headteacher within 10 days of receiving the decision letter.

The headteacher will meet the complainants to discuss the complaint. The headteacher will inform the complainants of the decision and the steps to be taken within 10 days. The complainants should be informed of their right to appeal against the decision of the governing body.

Step 3) Appeal to the governing body

The complainants should inform the headteacher within 10 days of receiving the decision letter if they want to appeal to the governing body.

The headteacher will send a notice of this appeal to the chair of governors within 5 days of receiving it and include any statement made by the complainants.

The governing body will deputise the investigation of the complaint to a committee. The committee will include at least 3 members, with the clerk keeping minutes. One member must be a parent to a child in the school. The headteacher will not be a member of the committee.

The committee must determine a timetable for the investigation and inform the complainants and the governing body. The committee can hold an oral hearing where everyone will be given the opportunity to make a representation. Written statements should be sent to the committee within 5 days of the meeting.

Step 4) Appeal to the LEA

The governing body can appeal further to the LEA. This further appeal will be left for the Chair of Governors to decide.

The LEA will make their decision on the basis of the governing body's recommendation. The letter containing the complaint should outline the details and reasons for the governors' recommendation.

The governing body should consider the LEA's decision as a recommendation before making their final decision.

3. **Complaints against the headteacher, governors or the chair of governors**

3.1 Complaints regarding the headteacher, governors or the governing body should be referred to the chair of the governing body who will act as a complaints officer. (This type of complaint will be referred to the headteacher). The appeal can be made to the complaints committee.

3.2 Complaints against the chair should be referred to the clerk of governors who will arrange for the complaint to be discussed in the next full meeting. The chair will step out while the complaint is being considered. The appeal can be made to the complaints committee or be referred to the LEA.

3.3 Any complaint by the governors must be discussed in a full meeting of the governing body.