

COMPLAINTS POLICY

Governors Committee Responsible for the Policy:	Community and Pastoral Committee
Date Policy Approved:	October 2010
End Date:	31st August 2011
Leadership Team Role Responsible for Operation of the Policy:	Deputy Headteacher, Student Support

Introduction:

This policy applies to most general complaints which a school may receive. It enables the school to meet the requirement under Section 29 of the Educational Act 2002 to establish procedures for dealing with complaints to the school. If complaints involve specific issues, such as Child Protection or Bullying, separate policies exist for these matters and should be followed in conjunction with this policy.

The Aims of the Policy are:

- to ensure the complaints procedure is easily accessible and well publicised.
- to ensure all concerns and complaints are fully investigated.
- to ensure that complainants are provided with a fair and unbiased process for dealing with their complaints.

The Policy will:

- provide for a staged process so that an unacceptable outcome for the complainant can be passed up to a higher level of authority.
- keep the complainant informed, so far as reasonably possible, as to the investigation's status and to the outcome from each stage.
- comply, as a minimum, with the Isle of Wight Council's complaints procedure.
- provide new parents with a summary of the complaints procedure as part of the induction process.
- provide a copy of the complaints procedure on the school website.

Supplements:

www.eduwight.iow.gov.uk (la/school handbook/admin)
Isle of Wight Council Model Complaints Procedure January 2005

Staff Handbook References:

Carisbrooke High School Complaints Procedure Summary