



MAYVILLE
HIGH SCHOOL
Founded in 1897

CONCERNS AND COMPLAINTS PROCEDURE

This policy is applicable to all pupils, including those in the EYFS.

A copy of this policy is available on the school's website under general information / policies.

The Trustees acknowledge their responsibility in ensuring that this policy is effective in its implementation and meets all current regulatory requirements. An annual review of this policy and associated procedures is undertaken however once a term the Chair of Trustees (or their representative) reads, signs and dates the complaints log in order that any deficiencies or weaknesses can be remedied without delay.

Mayville is committed to providing a caring and supportive environment in which each pupil can feel secure and able to learn. Whilst we believe we maintain the highest of standards, we want to continually improve and if you have any concerns about the way we are dealing with matters affecting the education or care of children, we welcome your views.

Mayville has an 'open door' policy so you need never feel concerned about discussing issues with anyone in the school your concerns are ours. Whilst we hope we will deal with any matters informally, we do have a formal complaints procedure as listed below:

Concerns and Complaints procedure

Our procedure follows 3 stages as set out below. Stage 1 is an informal step in the process and in most cases, we anticipate that issues will be resolved at this point. Should this not be the case, Stages 2 and 3 constitute the formal part of our procedure in resolving any complaint.

All concerns will be treated as complaints and as such will fall within the remit of this policy.

The complaints procedure applies to past pupils if the complaint was initially raised when the pupil was on roll. It does not cover exclusions. (see Exclusions Policy)

Timescales: the timescales apply to term-time. If a complaint is raised in the school holidays it may not be possible to investigate the matter until school resumes when the published timescales will apply.

Stage 1

- Your first port of call is normally your child's form teacher who may be able to deal with the matter immediately or refer the matter to the appropriate person.
- Alternatively you may contact one of the Deputy Heads directly, or you may do this if you have not been satisfied by the form teacher's response.

Deputy Head (Seniors & Juniors): Mrs S George

Pre-Prep Department: Ms N Perry

Nursery Manager: Mrs S Williams

An informal concern raised will be answered within 5 working days in term-time.

The Headteacher is available either by telephone or in person, to discuss any issue of concern. Personal requests for meetings will be arranged within 24 hours.

A letter confirming the details of the meeting and action to be taken will be forwarded to you within a working week of this meeting.

Stage 2

- Mayville High School has a Board of Trustees and if you have not been satisfied, having raised the complaint with school staff and the Headteacher, you may make a written representation via the School to the Chair of Trustees who will ensure the matter is fully investigated and a reply given to you within 15 working days in term-time. Receipt of the written complaint will be acknowledged within 48 hours. The school will keep a written record of the complaint and action taken by the School regardless of whether the complaint was upheld or not.

Stage 3

- If you are not satisfied with the response to the complaint from the Chair of the Trustees or his/her representative, there is provision for a hearing before a panel appointed by or on behalf of the Chairman of Trustees and consisting of at least three people **who have not been directly involved in the matters detailed in the complaint**, one of whom will be independent of the management and running of the school. A request for the complaint to be heard at stage 3 must be lodged within 10 working days of the decision reached at stage 2. Receipt of the request for a stage 3 panel hearing will be acknowledged within 48 hours.
- The independent panel member will have held a position of responsibility and will be used to scrutinising evidence and putting forward balanced arguments. An example would be serving or retired business people, civil servants, heads or senior members of staff at other schools, people with a legal background or retired members of the Police Force.
- The hearing will be held within 20 days (during term-time) from acknowledgement of the formal written notification of appeal request.
- The complainant may attend this panel meeting and may be accompanied if they wish.
- The panel will make findings and recommendations and stipulate that the complainant, Chair of Trustees and Headteacher and, where relevant, the person complained about, are given a copy of any findings and recommendations. This will be completed within one working week of the hearing. You will be advised of the outcome of the panel's investigation and decision. This is the final stage of the internal formal complaints process.
- A written record of all formal complaints at stage 2 or 3, the action taken by the school, regardless of whether the complaint was upheld or not, and of whether they are resolved at the formal stage or proceed to a panel hearing, will be kept in School.
- The Chair of Trustees views all complaints received and signs the complaints log once a term. A copy of the findings and recommendations will be available for inspection on the school premises by the Trustees and the Headteacher.
- All correspondence, statements and records relating to individual complaints are kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Education Act requests access to them.
- Retention of documentation. Complaints that do not have safe-guarding implications will be retained for a minimum of 7 years. Where there is a safeguarding angle, they will be preserved for the term of the Independent inquiry into Child Sexual Abuse and at least until the accused has reached normal pension age or for 10 years from the date of the allegation if it is longer.

EYFS

- Written complaints regarding the fulfilment of EYFS requirements will always be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints will be made available to Ofsted and ISI on request.
- If parents feel that the school is not meeting the EYFS requirements they can contact Ofsted and/or ISI.

Ofsted: Piccadilly Gate, Store Street, Manchester, M1 2WD.

General helpline 0300 123 1231; textphone number 0161 618 8524

ISI: Ground Floor, Cap House, 9-12 Long Lane, London. ED1A 9HA Tel: 0207 600 0100

Two complaints at stage 2 and one at stage 3 were received during the last academic year.

This policy should be read in conjunction with the Exclusion Policy which is posted on the school's website.