



MAYVILLE
HIGH SCHOOL
Founded in 1897

CONCERNS AND COMPLAINTS PROCEDURE

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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 under-taken, 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 three stages as set out below. Stage One 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 Two and Three 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 during the school holidays, it may not be possible to investigate the matter until school resumes, at which point the published timescales will apply.

Stage One – Informal Complaint

Your first port of call is normally your child's form teacher or tutor, who may be able to deal with the matter immediately or refer the matter to the appropriate person. The child's class teacher/form tutor will endeavour to resolve the complaint by way of a discussion in the first instance. This is referred to as Stage One of the complaints process. In most cases, the matter will be resolved at this level to the parents' satisfaction.

If the form teacher or tutor cannot resolve the matter, it may be necessary for them to consult with a member of the School Management Team. The School Management Team will be responsible for determining the appropriate course of action to support resolving your complaint. This may include: organising a discussion between you and relevant staff member(s) in response to the complaint, or escalating the matter to Stage Two.

If the complaint relates to a member of the School's Senior Management Team, but excluding the Head, the complaint should be made to the Head. If your complaint is about the Head, you may choose to raise the complaint directly with the Head if you feel that the matter is capable of resolution informally. The complaint may be raised orally or in writing. If in writing, the School will not automatically treat the complaint as a formal (Stage Two) complaint, and the Head will endeavour to resolve the complaint informally under Stage One. The Head will acknowledge informal complaints within three working days and will seek to resolve the matter under Stage One by means of direct conversation or a meeting with the parents.

If you are dissatisfied with the Head's response to the informal complaint or in the event that the complaint cannot be resolved by informal means, the parent may make a formal complaint under Stage Two. Alternatively, you may choose to make your complaint about the Head in writing to the Chair of Trustees using the email trustees@mayvillehighschool.net. In this case, the complaint will be treated as a formal complaint under Stage Two.

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

The Headteacher is available to discuss any concerns by telephone or in person.

Stage Two – Formal Complaint

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, using the email trustees@mayvillehighschool.net 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 Three – Formal Complaint

If you are not satisfied with the response to the complaint from the Chair of the Trustees or their representative, there is provision for a hearing before a panel appointed by or on behalf of the Chair 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 the 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 two or three, 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 safeguarding implications will be retained for a minimum of seven 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 fulfillment of EYFS requirements will always be investigated, and the complainant will be 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

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