

West Monmouth School

Ysgol Gorllewin Mynwy



Complaints Procedure

Polisi Cwynion

Date Approved by Governors:

Date Reviewed by Governors:

WEST MONMOUTH SCHOOL

COMPLAINTS PROCEDURES

STAGES FOR HANDLING COMPLAINTS

Stage One

Informal

Stage Two

Headteachers Investigation

Stage Three

Governors' Review

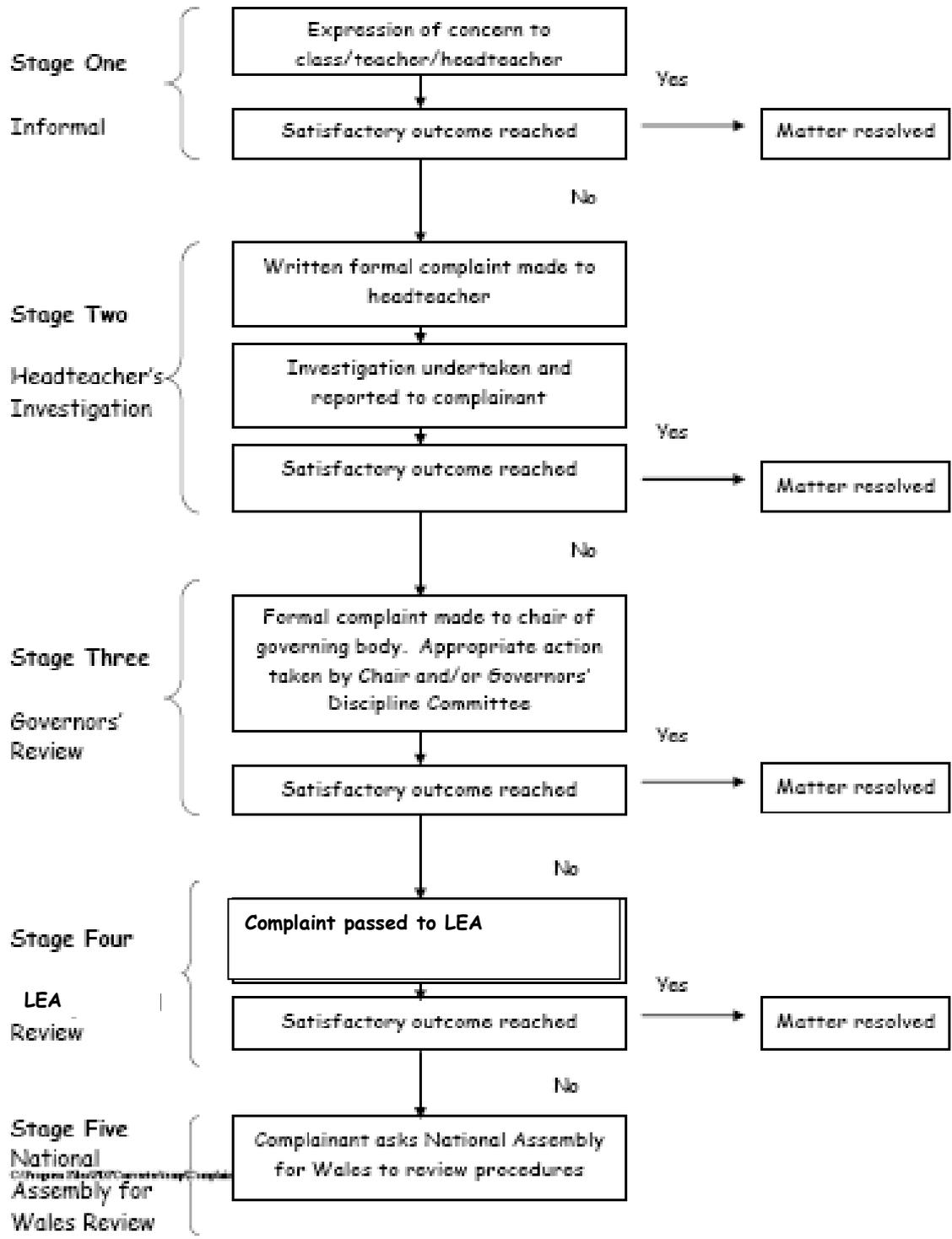
Stage Four

LEA Review

Stage Five

National Assembly for Wales Review

STAGES FOR HANDLING COMPLAINTS



The following procedure should be followed upon receipt of a written request from the complainant for the complaint to proceed to Governors if previous attempts to resolve the issues have failed (**Stage 3**)

1. The clerk to the governing body should write acknowledging receipt of the written request.

2. The Chair of the Governing Body should convene a meeting of the complaints committee.

In establishing the committee the governing body should nominate a pool of five governors from which three can be drawn for any hearing. This will ensure that there are always sufficient governors with no conflict of interest to constitute the committee when required.

3. The committee members should have had no prior involvement with the complaint. The Chair of Governors will decide whether it would be appropriate for the headteacher to have a place on the committee. Governing bodies should have regard to the advantages of having a mix of different type of governor on the committee and be sensitive to issues of equal opportunity in the composition of the committee.

4. All relevant correspondence and documentation should be given to each committee member. The chairperson of the committee should ensure that the complainant, headteacher and any other witnesses are given five working days notice in writing of:

- i. the time and place of the committee meeting, and
- ii. the grounds of the complaint together with copies of all documents relied upon by either the complainant or headteacher, and
- iii. the right of both parties to be accompanied or represented by a person of their choice, and
- iv. the committee's option to proceed in the absence of the complainant/headteacher or their representative if no reason is given why they should not do so.

5. The chairperson of the committee should ensure that the meeting is properly minuted.

6. The aim of the meeting is to resolve the complaint and achieve a reconciliation between the school and the complainant. However, it may only be possible to establish the facts of a situation and make recommendations about future action which will satisfy the complainant that their complaint has been taken seriously.

7. The chairperson of the committee should try and ensure that the proceedings are as informal as possible and that the complainant feels at ease.

8. The committee will conduct the meeting having regard to the following principal steps. It shall be a rule that the committee shall not see one party in the absence of the other except in a case where the committee has resolved to proceed in the absence of the complainant/headteacher in circumstances outlined in paragraph 4.(iv) above:

i. The complainant/representative will open by outlining the complaint and present any documentary evidence and/or call witness(es) as appropriate.

ii. The headteacher/representative may ask questions of the complainant/representative or of any witness called by him/her. (NB. This opportunity is reserved for asking questions to clarify matters not for making statements.)

iii. Members of the committee may ask questions similarly.

iv. The headteacher/representative will respond to the complaint, present the documentary evidence and/or call witness(es).

v. The complainant/representative may ask questions of the headteacher/representative or of any witness called by him/her. (NB this opportunity is reserved for asking questions to clarify matters not for making statements)

vi. Members of the committee may ask questions similarly.

vii. Both parties or their respective representative shall be given the opportunity to sum up if they wish, the complainant/representative going last. Neither may introduce any new matter or issue which has not been raised before in the proceedings

9. At the conclusion of the meeting, the chairperson of the committee should explain that the committee will consider its decision and write to both parties with the outcome within five working days.

10. The headteacher and any witnesses should then withdraw and the committee should consider its decision. This should include:

i. a decision on the complaint

ii. appropriate action to be taken by the school, and where appropriate,

iii. recommendations on changes to the school's systems or procedures to ensure similar problems do not arise in the future.

11. The school should ensure that a copy of all correspondence and notes is kept on file in the school. This should be held separately from pupils' personal records.