



Procedure for External Complaints About the Actions of School Staff

The Governing Body have in place an official policy document based on Derbyshire LA's model of the complaints procedure and will follow this policy in the case of any complaint against a member of staff. A résumé of the procedure is laid out below.

The Governors feel that, wherever possible, the first action a complainant should take if they have a grievance about a member of staff is to enter into an informal procedure. Complaints should initially be directed to the Headteacher who will: -

1. Encourage the complainant and member of staff to discuss the complaint and resolve it informally.

Or

2. If the complainant has already discussed their complaint with the member of staff, or where that would be inappropriate, discuss the complaint with the complainant and resolve it informally.

Where it is not appropriate to have such a meeting, or the outcome of an informal meeting is unsatisfactory, then a formal process can be entered into as described below:-

Formal Stage 1

The formal complaint should be put in writing to the Headteacher. The attached form should be used and be filled out with the complainant's name, the nature of their complaint and how they can be contacted.

The Headteacher will try to resolve the matter before moving onto Formal Stage 2. In the case of the Headteacher being the subject of a complaint the form should be sent back to the Chair of Governors at the School's address who will initiate Formal Stage 2.

If the Headteacher is unable to resolve the matter, or the complainant is unhappy at the result, then the complaint will be dealt with at Formal Stage 2.

Formal Stage 2

The Headteacher will inform the complainant that their complaint has been passed on to the Chair of Governors, and how the Chair can be contacted. The complainant should then write to the Chair of Governors with their name, contact details, original complaint and why they are unhappy with the Headteacher's decision.

If the Chair of Governors is unable to resolve the matter, or the complainant is still unhappy at the result, then the complaint will be dealt with at Formal Stage 3.

Formal Stage 3

If the complainant is dissatisfied with the outcome of the Chair of Governors' investigation they should write to the Chair of Governors at the School's address stating why and asking for their complaint to be referred to the Hearings Committee of the Governing Body.

The complainant will be invited to attend the meeting of the Hearings Committee and will be allowed to be accompanied by a friend or other adult if they wish. The complainant does not have to attend the meeting in which case the Hearings Committee will consider the documentary evidence submitted by the complainant. The Headteacher and/or Chair of Governors will also be invited to state their case. Again documentary evidence can be used in their absence.

The Hearing Committee's decision is final.

Derbyshire LA has no statutory role in resolving complaints but will investigate the procedure followed by the School if it is felt by the complainant that the correct procedures have not been followed.



External Complaints About the Actions of School Staff

Name.....

Date.....

Contact details.....

Nature of complaint (please use back of this form if necessary).