

17. Polisi delio gyda chwynion *Complaints Policy*

Ysgol Santes Helen



Llofnodwyd gan Gadeirydd y Llywodraethwyr:

Antonio Dos Remedios

Signed by the Chair of Governors:

Dyddiad Cymeradwyo:

Date of approval **13/12/23**

Dyddiad Adolygu:

Review date **Tymor yr Hydref 2026**

1. Introduction

The School is committed to dealing effectively with complaints. We aim to clarify any issues about which you are not sure. If possible we will put right any mistakes we have made and we will apologise. We aim to learn from mistakes and use that experience to improve what we do.

We have a zero-tolerance approach to all forms of bullying and harassment and promote respectful relationships between learners, parents, staff, and governors.

Our definition of a complaint is 'an expression of dissatisfaction in relation to the school or a member of its staff that requires a response from the school.'

This complaints procedure supports our commitment and is a way of ensuring that anyone with an interest in the school can raise a concern, with confidence that it will be heard and, if well-founded, addressed in an appropriate and timely fashion.

The Policy and associated procedure have been developed in compliance with the requirements of Section 29 of the Education Act 2002 and the Welsh Government School complaints procedures: guidance for governing bodies on how to deal with complaints first published on 02/10/2012 and updated 1/12/2022.

2. When to use this procedure

When you have a concern or make a complaint we will usually respond in the way we explain below. Sometimes you might be concerned about matters that are not decided by the school, in which case we will tell you who to complain to. At other times you may be concerned about matters that are handled by other procedures, in which case we will explain to you how your concern will be dealt with.

If your concern or complaint is about another body as well as the school (for example the local authority) we will work with them to decide how to handle your concern.

3. Have you asked us yet?

If you are approaching us for the first time you should give us a chance to respond. If you are not happy with our response then you may make your complaint using the procedure we describe below. Most concerns can be settled quickly just by speaking to the relevant person in school, without the need to use a formal procedure.

4. What we expect from you

We believe that all complainants have a right to be heard, understood and respected. But school staff and governors have the same right. We expect you to be polite and courteous. We will not tolerate aggressive, abusive or unreasonable behaviour.

We will also not tolerate unreasonable demands or unreasonable persistence or vexatious complaining. We have a separate policy to manage situations where we find that someone's actions are unacceptable.

5. Our approach to answering your concern or complaint

- We will consider all your concerns and complaints in an open and fair way.
- At all times, the school will respect the rights and feelings of those involved and make every effort to protect confidential information.

- Timescales for dealing with your concerns or complaints may need to be extended following discussion with you.
- We may ask for advice from the local authority or diocesan authority where appropriate.
- Some types of concern or complaint may raise issues that have to be dealt with in another way (other than this complaints policy), in which case we will explain why this is so, and will tell you what steps will be taken.
- The governing body will keep the records of documents used to investigate your concern or complaint for seven years after it has been dealt with. Records will be kept in school and reviewed by the governing body after seven years to decide if they need to be kept for longer.
- Complaints that are made anonymously will be recorded but investigation will be at the discretion of the school depending on the nature of the complaint.
- Where complaints are considered to have been made only to cause harm or offence to individuals or the school, the governing body will ensure that records are kept of the investigations that are made and what actions are taken, including the reasons for 'no action'.

6. Answering your concern or complaint

The chart in [Appendix A](#) shows what may happen when you make a complaint or raise a concern. There are up to three Stages: A, B and C. All timescales shown are targets and are flexible; however it is in everyone's best interest to resolve a complaint as soon as possible. The school will work with you to ensure that the time allowed to deal with your concern or complaint is reasonable and helps to achieve an answer to the problem. Most complaints can be resolved at Stages A or B. You can bring a relative or companion to support you at any time during the process but you will normally be expected to speak for yourself. We recognise that when the complainant is a pupil it is reasonable for the companion to speak on their behalf and/or to advise the pupil.

As far as possible, your concern or complaint will be dealt with on a confidential basis. However, there could be occasions when the person dealing with your concern or complaint will need to consider whether anyone else needs to know about your concern or complaint, so as to address it appropriately. This could particularly be the case if the complaint becomes a matter for a higher level procedure.

If you are a pupil under 16 and wish to raise a concern or bring a complaint we will ask for your permission before we involve your parent(s) or carer(s). If you are a pupil under 16 and are involved in a complaint in any other way, we may ask your parent(s) or carer(s) to become involved and attend any discussion or interview with you.

Ateb i'r mater sy'n destun pryder i chi neu i'ch cwyn

6.1 Stage A (Informal)

If you have a concern, you can often resolve it quickly by talking to a teacher or [name of school's designated person]. You should raise your concern as soon as you can; normally we would expect you to raise your issue within 10 school days of any incident. The longer you leave it the harder it might be for those involved to deal with it effectively. Normally complaints will not be investigated if they relate to something that happened more than 6 months ago.

If you are a pupil, you can raise your concerns with your school council representative, form tutor or a teacher chosen to deal with pupil concerns (as appropriate for the school). This will not stop you, at a later date, from raising a complaint if you feel that the issue(s) you have raised have not been dealt with properly.

We will try to let you know what we have done or are doing about your concern normally within 10 school days, but if this is not possible, we will talk to you and agree a revised timescale with you.

The person overseeing your concern or complaint will keep you informed of the progress being made. This person will also keep a log of the concern for future reference.

6.2 Stage B (Formal)

In most cases, we would expect that your concern is resolved informally. If you feel that your initial concern has not been dealt with appropriately you should put your complaint in writing to the head teacher.

We would expect you to aim to do this within five school days of receiving a response to your concern as it is in everyone's interest to resolve a complaint as soon as possible. If you can, you should highlight what you think would solve your concern. There is also a form attached ([Appendix B](#)) that you may find useful. If you are a pupil, we will explain the form to you, help you complete it and give you a copy.

If your complaint is about the headteacher, you should put your complaint in writing to the chair of governors, addressed to the Clerk of Governors, to ask for your complaint to be investigated. If you are involved in any way with a complaint, we will explain what will happen and the sort of help that is available to you.

The Headteacher will invite you to discuss your complaint at a meeting. Timescales for dealing with your complaint will be agreed with you. We will aim to have a meeting with you and to explain what will happen, normally within 10 school days of receiving your letter. An investigation will be completed and we will let you know the outcome in writing within 10 school days of completion.

Usually the Headteacher (or Chair of Governors in the case of a complaint about the Headteacher) will complete the investigation but it could also be delegated to a designated member of staff or in some cases to an external investigator. In such cases, regardless of who carries out the investigation, the Head (or Chairman) will decide upon the outcome and inform you.

6.3 Stage C (Formal)

It is rare that a complaint will progress any further. However, if you still feel that your complaint has not been dealt with fairly, you should write, through the school's address, to the chair of governors setting out your reasons for asking the governing body's complaints committee to consider your complaint. You do not have to write down details of your whole complaint again.

If you prefer, instead of sending a letter or e-mail, you can talk to the chair of governors who will write down what is discussed and what, in your own words, would resolve the problem. We would normally expect you to do this within five school days of receiving the school's response. You will be asked to read the notes or will have the notes read back to you and then be asked to sign them as a true record of what was said. We will let you know how the complaint will be dealt with and will send a letter to confirm this. The complaints committee will normally have a meeting with you within 15 school days of receiving your letter.

The letter will also tell you when all the evidence and documentation to be considered by the complaints committee must be received. Everyone involved will see the evidence and documentation before the meeting. The letter will also record what we have agreed with you about when and where the meeting will take place and what will happen. The timescale may need to be changed, to allow for the availability of people, the gathering of evidence or seeking advice. In this case, a new meeting date will be arranged with you.

Normally in order to deal with the complaint as quickly as possible, the complaints committee will not reschedule the meeting more than once. If you ask to reschedule the meeting more than once, the committee may think it reasonable to make a decision on the complaint in your absence to avoid unnecessary delays.

We will write to you within 10 school days of the meeting explaining the outcome of the governing body's complaints committee's consideration.

We will keep records of all conversations and discussions for the purpose of future reference and review by the full governing body. These records will be kept for a minimum of seven years.

The Complaints Committee of the Governing Body is the final deciding body.

6.4 Local Authority Role

The governing body's complaints committee is the final arbiter of complaints and there is no further right of appeal. If you believe the procedures were not followed correctly or that the decision was reached without proper regard to relevant policies or legislation you have the right to ask the Local Authority to review how we dealt with your complaint. In such cases, the Local Authority will expect you to contact them within 15 School days of receiving the Complaints Committee's response.

The Local Authority cannot alter a decision, only to request that the complaint be reinvestigated. The reinvestigation of the complaint will take place using individuals not previously involved.

If you believe that the Local Authority has acted unreasonably you may appeal to the Minister for Education and Lifelong Learning, Welsh Government, Cardiff Bay, Cardiff, CF99 1NA. The Minister for Education could step in if a governing body or a Local Authority had not carried out its legal duty or has acted unreasonably. The Minister for Education would not do anything until the school and the Local Authority has finished looking into the complaint.

7. Special circumstances

Where a complaint is made about any of the following the complaints procedure will be applied differently:

i. A governor or group of governors

The concern or complaint will be referred to the chair of governors for investigation. The chair may alternatively delegate the matter to another governor for investigation. Stage B onwards of the complaints procedure will apply.

ii. The chair of governors or headteacher and chair of governors

The vice chair of governors will be informed and will investigate it or may delegate it to another governor. Stage B onwards of the complaints procedure will apply.

iii. Both the chair of governors and vice chair of governors

The complaint will be referred to the clerk to the governing body who will inform the chair of the complaints committee. Stage C of the complaints procedure will then apply.

iv. The whole governing body

The complaint will be referred to the clerk to the governing body who will inform the headteacher, chair of governors, local authority and, where appropriate, the diocesan authority. The authorities will usually agree arrangements with the governing body for independent investigation of the complaint.

v. The headteacher

The concern or complaint will be referred to the chair of governors who will undertake the investigation or may delegate it to another governor. Stage B onwards of the complaints procedure will apply.

In all cases the school and governing body will ensure that complaints are dealt with in an unbiased, open and fair way. Under certain circumstances this may include an external investigator investigating a complaint.

8. Our Commitment to you

We will take your concerns and complaints seriously and, where we have made mistakes, will try to learn from them.

If you need help to make your concerns known we will try and assist you. If you are a young person and need extra assistance the Welsh Government has established MEIC which is a national advocacy and advice helpline for children and young people. Advice and support can also be accessed from the Children's Commissioner for Wales.

MEIC may be contacted by freephone: 0808 802 3456, or text: 84001. This service is operated 24 hours a day. The Children's Commissioner for Wales can be contacted by freephone: 0808 801 1000 (Monday to Friday 9a.m. to 5p.m.), text: 80 800 (start your message with COM) or e-mail: advice@childcomwales.org.uk

Signed on behalf of the Chair of Governors: _____

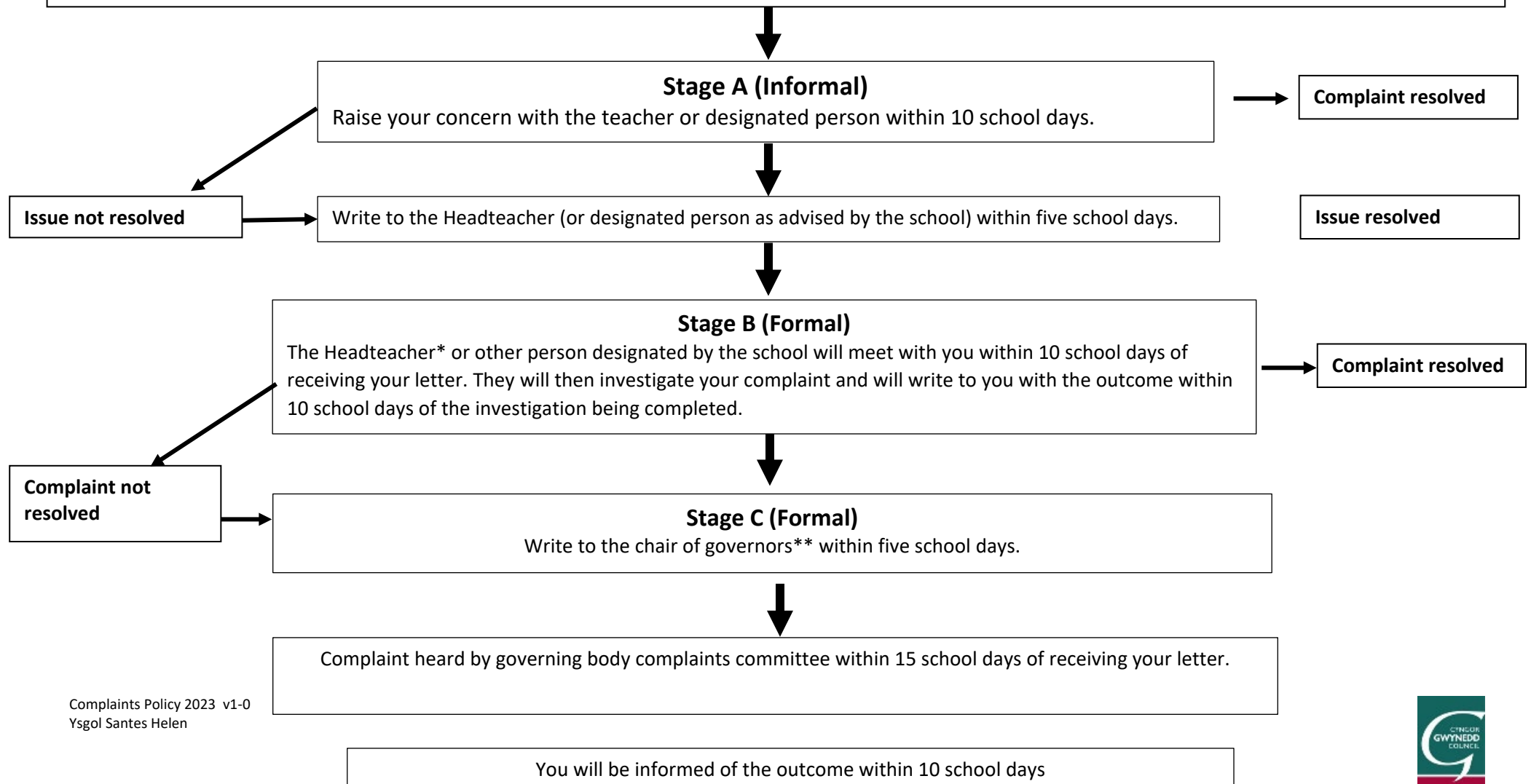
Date: _____

Appendix A: Summary of dealing with concerns or complaints

To be followed in the event of a concern or complaint about the school provided that the concern or complaint does not fall under other statutory procedures

*If the complaint is about the headteacher you should write to the chair of governors.

** If the complaint is about the chair of governors you should write to the vice chair. All timescales shown are targets and are flexible; however it is in everyone's best interest to resolve a complaint as soon as possible. The school will work with you to ensure that the time allowed to deal with your concern or complaint is reasonable and helps to achieve an answer to the problem.



Appendix B: Model complaint form

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned. If you are a pupil the school will help you complete this form, will explain it to you and will give you a copy of it when it is completed.

A. Your details

Title:	
Surname:	
First Name(s):	
Address:	
Post Code:	
Daytime Telephone number:	
Mobile Telephone number:	
Email:	
How would you prefer us to contact you?	

B. If you are making a complaint on behalf of someone else, what are their details?

Their name in full:	
Address and postcode:	
What is your relationship to them?:	
Why are you making a complaint on their behalf?:	

C. About your complaint (continue your answers on separate sheets of paper if necessary)

C.1 Name of the school you are complaining about.

C.2 What do you think they did wrong or did not do?

C.3 Describe how you have been affected.

C.4 When did you first become aware of the problem?

C.5 If it is more than three months since you first became aware of the problem, please give the reason why you have not raised this before*.

C.6 What do you think should be done to put matters right?

C.7 Have you already raised this with a member of staff? If so, please give brief details about how and when you did so.

****It is important to raise concerns/complaints as soon as possible. The school may not be able to investigate a complaint older than 3 months and unless there are strong reasons for the delay, matters over 6 months old will not be investigated.**

Signature of Complainant: _____ **Date:** _____

Signature if you are making a complaint on behalf of someone else

Signature: _____ **Date:** _____

Offical Use

Date acknowledgement sent : _____

By whom: _____

Complaint referred to: _____

Date: _____