

**COMPLAINTS  
PROCEDURE**

# **SIR GRAHAM BALFOUR POLICIES AND PROCEDURES**

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## **CHANGE CONTROL**

Date	Issue	Details of change
25/10/06	0.a	Initial Draft
28/11/06	1.0	Issue etc. updated following Governor approval

## **AUTHORISATION**

Approved at Full Governors Meeting on 27<sup>th</sup> November 2006.

Signed:

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Chair of Governors

Date

# **SIR GRAHAM BALFOUR POLICIES AND PROCEDURES**

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## **INTRODUCTION**

This document formally documents the way in which complaints are addressed at Sir Graham Balfour School.

## **AIM**

The aim of this procedure is to explain to parents the process to be followed when they wish to raise any issues or concerns and detail the way in which they should be addressed.

## **KEY ELEMENTS**

### **EXPRESSING CONCERNS**

There are inevitably issues that arise that if dealt with in a considerate manner in the early days will avoid the need for any formal complaint.

In the case of any issue the governing body expects parents to initially consult with the member of the teaching staff they feel to be most appropriate or with the Student Support Manager in an attempt to resolve the matter.

In the event of this contact not resulting in a successful outcome then the parent should escalate the issue to a member of the Leadership Group, Deputy or Assistant Headteacher.

If discussion with the member of the Leadership Group fails to resolve the issue then it may be necessary to use the formal complaints procedure detailed below.

### **FORMAL COMPLAINTS**

#### **STEP 1 – Headteacher**

In the event of a failure to resolve an issue informally the complainant must advise the headteacher if they wish to make a formal complaint by either telephoning, writing a letter or arranging an appointment to meet with him/her.

Following this contact the headteacher must provide the complainant with a written response, signed and dated. The response should:

- Summarise the outcome of this final informal discussion.
- Advise the complainant of their right to make a formal complaint to the governing body if they are dissatisfied with the response.
- Include details of how to initiate the formal complaint process .

If a formal complaint is to be raised the complainant may make the complaint either in writing or verbally.

If the complaint is to be made in writing the complainant should be sent copies of the documents in appendices 1 and 2 and advised to send return either a completed form or a letter containing equivalent details to the Chair of Governors c/o the school.

- Appendix 1 A form which the complainant may use to advise the Governing Body of their complaint
- Appendix 2 Details of how the complaint will be dealt with, respectively.

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If the complaint is to be made verbally the person taking the complaint should fill in the details on a copy of the form shown in appendix 1. The written details must be read back to the complainant to ensure their accuracy and the means by which the complaint was made and the date and time of the lodging of the complaint entered where the signature and date are requested.

The complainant should also be advised of how the matter will be dealt with, detailed in appendix 2.

The completed form should be put in an envelope marked for the attention of the Chair of Governors, Private and Confidential.

It is imperative that anyone who takes a verbal complaint should be aware of the confidentiality of the matter and must not share the information with anyone other than if requested by anyone involved in the investigation of the complaint.

## **STEP 2 – Governing Body**

When a formal complaint is received the Chair of Governors or his representative will, in writing, acknowledge it's receipt and advise the complainant of what will happen next, the timescales involved and the name of the person from whom they will next hear about the progress of the investigation of the complaint.

On completion of the investigation the complainant will be given a written response covering:

- The complaint.
- The scope of the investigation.
- The conclusion of the investigation.
- Any action which has resulted out of the investigation.

and offering the complainant the opportunity to discuss the response.

The letter should also advise the complainant that they do not have a general right to appeal should they disagree with the Governors' decision but that they may raise the matter with the Local Authority or Secretary of State if they consider the complaint was not investigated properly and fairly.

## **MONITORING and EVALUATION**

This policy will be monitored and evaluated by the Governors Strategy Group biennially or more frequently, if legislation or experiences suggest it appropriate.



# Sir Graham Balfour School

## Specialising in Maths and Computing

North Avenue, Stafford, ST16 1NR

Telephone: 01785 223490 Fax: 01785 250145  
Email: headteacher@sirgrahambalfour.staffs.sch.uk

Headteacher: David Wright BA NPQH  
Deputy Headteachers: Sally Osborne-Town BA  
Peter Johnstone BA NPQH

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### **COMPLAINTS AND COMPLIMENTS**

Please complete this form and return it to the school who will then forward it to the Chair of the Governing Body. Please continue on a separate sheet if necessary.

1. Name.....

2. Address.....

3. Telephone Number (Home).....(Work).....

4. Name of Child.....

5. **Details of Complaint / Compliment** (Please include the date or period of time to which your complaint relates and confirm whether you have already expressed your concerns informally, and to whom and when).

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6. **Do you have a suggestion for change?**

Please attach copies of any more information you have to back up your complaint, such as letters and reports.

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Signed..... Date.....

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### FORMAL COMPLAINTS TO THE GOVERNING BODY

Receipt of a formal complaint to the Governing Body will initiate the following sequence of events:

The Chair of Governors will:

Decide whether the investigation can be completed by:

The headteacher (who may have already been involved).

Him/herself

A Governing Body Complaints Committee

In this case the chair will present a full report of the background to the complaint to the committee.

Advise the complainant that:

They will receive acknowledgement of receipt of their formal complaint which will:

Confirm who will complete the investigation, see above.

Provide timescales for the investigation

Name the person from whom they will next hear about progress.

The investigating personnel will, if appropriate, seek advice from the Local Authority.

They may be required to meet with the investigating personnel.

The investigation will be carried out in the timescales advised. If any delays are envisaged the complainant will be advised of the new dates and the reasons for the delay.

Written confirmation of the outcome will be sent to the complainant together with any appropriate additional information advising of any further rights.

