



RAINHILL HIGH SCHOOL

School Complaints
2019-2020

School Complaints

Where do I begin?

Whether you are a parent or a member of the public, the place to start is the school. Follow the stages in the document. It is much better if matters can be resolved within the school, even if this might feel rather awkward at the beginning.

The Principles

You will be listened to so that your complaint is understood.

Complaints need to be investigated, and the Headteacher, Chair of Governors or the Chair of Trustees will need some time to do this.

A reasonable amount of time for investigating most complaints is laid down in the stages explained in this booklet; you should be told if it will take longer than this.

In particular:

- You need to think about the nature of your complaint. Gather the facts and be clear about:
 - What it is you are complaining about?
 - What and where the incident happened?
 - Who else was involved?
 - Whether anyone saw it happen?
 - Who you have spoken to already?
- It is helpful if complaints are made at the earliest opportunity. Each complaint will be dealt with promptly and fairly.
- The school will respond positively to all concerns. General complaints must be made within a time limit of 12 months.
- Each complaint will be dealt with promptly and fairly.

- Individual staff and pupils will be entitled to have their point of view heard if they are being complained against, and their rights will be respected at all times.
- The outcome of the investigation into a general complaint will be put into writing, indicating the reasons for the decision and what further action (if any) will be taken by the school, e.g. a change of policy of procedures.
- We will listen to your concerns. If we get it wrong, we will say sorry.

Stages Involved

- | | |
|----------|------------------------------------|
| 1 | Staff Concerned |
| 2 | Senior Leadership Team |
| 3 | Headteacher |
| 4 | Governors' Complaints Panel |
| 5 | Trustees' Complaints Panel |

Guidance Education Skills + Funding Agency (ESFA)

At all stages, there is a requirement to put your complaint in writing.

Please do not bypass any of the stages involved. It will only delay your complaint being heard.

Stage 1

You express your complaint informally in writing, i.e. an email or letter to the member of staff concerned.

You will receive a verbal response within five school days. This can be extended if the complainant is notified.

Is a satisfactory outcome reached?

Yes	No further action	No	Move to Stage 2
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Stage 2

Complainant puts their concerns in writing within five days of being notified of the outcome of Stage 1.

Complaints must be addressed to:

Curriculum & Options: Mr Tony Cunningham (Deputy Headteacher)

Post 16: Mr David Hemsley (Assistant Headteacher)

Behaviour, Pastoral & SEN: Mrs Linsay Munro (Deputy Headteacher)

Achievement: Mrs Wendy Segal (Deputy Headteacher)

You will receive an acknowledgement in writing within five school days, and an investigation is then undertaken. You will be notified of the outcome in writing within ten school days or interim.

Is a satisfactory outcome reached?

Yes	No further action	No	Move to Stage 3
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Stage 3

You request a meeting with Mrs Thorogood (Headteacher) and put your concerns in writing, within five school days of being notified of the outcome of Stage 2.

Mrs Thorogood will meet with the complainant within ten school days to review the complaint (i.e. how it has been investigated and the basis on which the decision was made). She will listen to you and will arrange to meet you again after she has carried out her review, and, if necessary, a further investigation (which if appropriate may be delegated to another member of the Senior Leadership Team). You will receive a written response within fifteen school days.

Is a satisfactory outcome reached?

	Yes	No further action	No	Move to Stage 4
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Stage 4

The complainant writes to the Chair of Governors, (care of Alison Mawdsley), Clerk to the Governors, within five school days of written notification from Stage 3, to lodge a formal appeal against the Headteacher’s decision, giving reasons for continued dissatisfaction. Complainant requests a Governors’ Complaints Panel meeting.

The appeal letter will be forwarded to the Governors’ Complaints Panel within five school days. The Chair of Governors will acknowledge the receipt of the request within ten days. The Governors Complaints Panel may delegate any subsequent investigation to the local governing body but will remain responsible for the decision.

The Governors’ Complaints Panel will hear the complaint within fifteen days.

You will get a written response confirming the Governor’s Complaint’s Panel decisions within twenty school days.

Is a satisfactory outcome reached?

	Yes	No further action	No	Move to Stage 5
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Stage 5

The complainant writes to the Chair of Trustees (care of Rob Owens), Company Secretary, within five school days of written notification from Stage 5, to lodge a formal appeal against the Governors' Panel decision, giving reasons for continued dissatisfaction. Complainant requests a Trustee Complaints Panel meeting.

The appeal letter will be forwarded to the Trustee Complaints Panel within five school days. The Chair of Trustees will acknowledge the receipt of the request within ten days. The Trustee Complaints Panel may delegate any subsequent investigation to the local governing body but will remain responsible for the decision.

The Trustee Complaints Panel will hear the complaint within fifteen days.

You will receive a written response confirming the Trustee Complaint's Panel decisions within twenty school days.

Is a satisfactory outcome reached?

Yes	No further action	No Please read ESFA Guidance (Page 6)
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Guidance

The role of the ESFA

The ESFA can support academies to achieve a compliant procedure, but it is the responsibility of academy trusts to make sure that their complaints procedure is fully compliant. Our responsibility is to ensure academies comply with their funding agreements. If a complaint comes to us, we will check whether the complaint has been dealt with properly by the academy. We will consider complaints about academies that fall into any of the following three areas:

- 1. Where there is an undue delay, or the academy did not comply with its complaints procedure when considering a complaint.**
- 2. Where the academy is in breach of its funding agreement with the Secretary of State.**
- 3. Where an academy has failed to comply with any other legal obligation.**

We will not overturn an academy's decision about a complaint.

However, if we and an academy did not deal with a complaint appropriately, we will request the complaint is looked at again and procedures meet the requirements set out in the Regulations. If the academy's complaints procedure does not meet the regulations, we will ask the academy to put this right.

We may seek to enforce the decision under the terms of the funding agreement on behalf of the Secretary of State, if appropriate.





RAINHILL HIGH SCHOOL

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