



How to complain to Queensgate College

Parent/Carer Guide

Queensgate College believes that all complaints should be treated seriously and courteously and given the time they require to be heard. It is important to the school that complainants have confidence in these procedures and know that their case will be investigated impartially.

What happens at the first stage?

Most concerns, complaints or potential complaints can be resolved by talking to the member of school staff concerned. The school office can tell you who you should speak to first. If the concern isn't resolved by speaking to a member of staff, you should then request a meeting with the Headteacher who will investigate your complaint and aim to inform you of the outcome within 10 school days.

Where the concern relates to the actions of the Headteacher, you should contact the chair of Governing body, in writing through the school office.

If parent/carers, who has not yet complained to their child's school, contacts the Local Authority, Council Officers will ask for written consent to share information regarding their complaint with the school in question. If the complainant declines to provide their consent, the matter will not be taken any further. If consent is provided, the LA will pass the complainant's concerns onto the school.

What happens at the second stage?

At this stage, you may be asked to provide written information regarding your complaint. In the letter you should

- Make it clear why you are complaining.
- Say who you have spoken to already
- Explain what you want to happen as a result of your complaint.

We are sensitive to the particular needs of parent/carers who may have difficulty in making a written complaint or for whom English is not their first language

In some instances, the Headteacher will already have been involved in looking at the matter; in others, it will be their first involvement.

Procedures

1. The Headteacher (or designated member of staff) will acknowledge the complaint within 3 working days of receipt.
2. A mediated meeting between the complainant and the school to discuss, a solution may be suggested if both parties are in agreement. The aim here is to seek an early resolution to the complaint for the benefit of the student, parents or carers and the school.

3. The Headteacher will, if necessary, interview witnesses and take statements from those involved. If the complaint concerns a student, the pupil should also be interviewed. In some instances, another member of staff with whom the pupil feels comfortable may be asked to attend. It may be appropriate, depending on the circumstances, to invite a parent or carer to be present when the Headteacher interviews a pupil.
4. The Headteacher will keep written records of all meetings, telephone conversations and other contacts made during the course of investigation of a complaint.
5. Once all relevant information has been gathered, the Headteacher will then formulate a written response to the complainant. The Headteacher may, additionally, suggest a meeting to discuss the complaint and seek a resolution. The written response should include a full explanation of the decision reached and the reasons for the decision. Where appropriate, this will include details of the action taken to resolve the complaint. If the complaint concerns a member of staff and action is to be taken against the member of staff concerned, the phrase 'Appropriate action has or will be taken' should be used.
6. If you find the Headteacher response inadequate and wish to take matters further, the complaint will be processed to stage 3.

What happens at Stage 3

Independent Panel

If you are dissatisfied with the response you receive in stage 2 then you must write to the school within 10 working days and request that your complaint is further considered by an independent panel.

Procedures

1. On receipt of this information, the Headteacher will be responsible for the appointment of the panel and you will be contacted to arrange a suitable meeting time, ideally within 10 working days (term time). The meeting time and venue will be confirmed in writing once agreed so that parent/carer has suitable notice to attend.
2. The panel will consist of at least 3 people, one of which will not previously involved in the complaint procedure and will be independent from the management of the school. However, they will be connected with the provision by the referral process.
3. The meeting will be attended by the independent panel, the Headteacher as well as parents. Parents are entitled to bring appropriate accompaniment to the meeting should they wish. The complainant will be able to fully discuss their dissatisfaction and concerns as well as allowing the Headteacher to explain the school's earlier responses.
4. Minutes will be taken by the chair of the panel. Both Headteacher and parents will be



informed of the result of the panel review in writing within 10 working days of the meeting.