



POLICIES AND PROCEDURES

COMPLAINTS POLICY

VERSION 1

1. Handling complaints initially

- 1.1 Parents who have a concern or complaint about an aspect of their child's schooling should in the first instance contact the form tutor. The form tutor will listen to the concern and then assist the parent by suggesting the best way of moving the issue forward, and the best person within the school to help.
- 1.2 Sometimes the form tutor will themselves be able to deal with the complaint and move the issue forward, but if not, they will refer the matter to an appropriate colleague – perhaps the Pastoral Manager or Progress Leader, or if not, the member of the SLT team who supports the Progress Leader for that year group.
- 1.3 It is important that a record of a complaint is logged on the student's file, to include the nature of the complaint, the action taken and details of resolution

2. More serious complaints handled internally

- 2.1 In the case of a more serious complaint parents should feel free to contact the Head Teacher directly. Ideally they would do this in writing and the Headteacher will then contact them to make an appointment to discuss the issue, or suggest an alternative course of action. All formal complaints are responded to in writing.
- 2.2 If the complaint or concern involves the Headteacher, the parent should feel free to write a letter of complaint addressing it to the Chair of Governors at the school.
- 2.3 If the school becomes aware that the complainant wishes to take the matter further and lodge the complaint with the LA, they should be provided with one of the Kirklees documents "How to make a complaint".
- 2.4 Once a complaint is lodged North Huddersfield Trust School's commitment is to ensure:
 - the complaint is listened to carefully and respectfully and acknowledgement of the complaint sent out within 24 hours of receipt
 - the issue concerned is fully investigated and the results of the investigation are reported back to the parents concerned
 - the matter is dealt with as speedily as possible
 - that where the school accepts responsibility for some oversight or mistake, that a suitable apology is made, any possible reparation is made and that action is taken to ensure that the problem does not re-occur
 - that even where ultimately the school and the parent disagree, that the parent feels that the complaint has been taken seriously and that they have been listened to.