



High Storrs School

COMPLAINTS POLICY

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Governors Committee : Personnel

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HIGH STORRS SCHOOL Complaints Policy

General

This statement outlines how parents can make a complaint about school's policies, activities or services or the actions of staff and pupils.

Resolving Complaints

We do hope that if you are not happy about any activity in connection with school that you will tell us. It is hoped that the majority of complaints can be resolved informally in a meeting or over the telephone. In cases of more serious complaints it is helpful if these are put in writing. This will assist us in verifying the problem and in seeking a satisfactory explanation or resolution as quickly as possible.

Complaint Procedure

Complaints that cannot be resolved in this way will be dealt with in accordance with the following procedure:

- An acknowledgement (or final response where possible) will be sent to the complainant within five working days.
- The complainant will be told the name and telephone number of the person dealing with the complaint.
- A full response will be sent within twenty school working days or if a complete answer still cannot be given, the complainant will be told what is being done to investigate the complaint and how long it will take.

Curriculum Complaints Policy

Summary of Governing Body's Curriculum Aims

To provide a broad and balanced curriculum which gives all pupils an equal opportunity to develop their potential.

If any parent or guardian has any concerns regarding the curriculum which their child is following the procedure outlined below should be followed:

- Arrange a meeting with the Assistant Head responsible for curriculum matters. This member of staff will then investigate the issue and, if necessary, arrange a second meeting with the parent or guardian. The Headteacher and Head of Department concerned will be consulted.
- If the issue is still unresolved the parent or guardian should then contact the Chair of Governors.
- If an acceptable outcome is not reached parents or guardians can then refer the matter to Sheffield LA.
- If necessary parents may obtain a copy of the full document which lays down the details of this procedure from the school.

All these procedures are co-ordinated by the Headteacher. If the person who made the complaint is still not satisfied with the outcome at this stage, the next step would be to write to the Chair of Governors, c/o the school who will arrange for the complaint to be looked into further.

Thereafter, complainants still not satisfied with the outcome and who want to take the matter further should write to Jayne Ludlam, Executive Director of Children & Young Peoples Directorate. The address is:

Town Hall
Pinstone Street
Sheffield
S1 2HH