

# Polisi Cwynion

## Complaints Policy

### Procedure/Guidance

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**Policy Author: Sioned Davies (Headteacher)**

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**Reviewed by:**

## **COMPLAINTS POLICY**

This complaints policy is written with advice taken from the Welsh Government – ‘School complaints procedures: guidance – Dec 2022’ and ‘The Independent School Standards (Wales) Regulations 2024’.

A complaint is ‘an expression of dissatisfaction in relation to the school, a governor or a member of its staff that requires a response from the school’. If a complaint raises issues about staff capability, staff grievance, staff discipline or child protection, then action must be taken under those separate procedures, and they should take precedence. The complaints procedure must not take the place of those other procedures. – Dec 2022 – Welsh Government School complaints procedure.

### **1) INTRODUCTION**

Golfa Hall School encourages open and constructive communications with parents/carers, pupils and other stakeholders. The Head Teacher and Directors of the school welcome constructive comments and suggestions for improvements and take seriously any complaints that users of the school may wish to raise. There is a clear process to follow, and carers/Local Authorities are invited to attend panel hearings and be accompanied if needed.

All complaints are treated as an expression of genuine concern or unhappiness. They will be considered very carefully in line with the procedures and timelines described in this policy. All correspondence, statements and records of complaint will be kept confidential although they must be made available to Estyn when inspected and copies must be provided for the Registration Authority (the Welsh Government) on request.

A copy of the policy is available on request to parents and carers of pupils and prospective pupils. A copy is also held in the main office of the school, available to all stakeholders of the school as well on the Company’s website.

## **2) WHAT TO DO IF YOU WISH TO COMPLAIN**

If you have a complaint about any aspect of the school, then please let a member of school staff know. We will do our best to provide an impartial, considered, and appropriate response to your concerns. We aim to resolve the issues involved as quickly and as comprehensively as possible.

The school's complaints policy has three stages:

- 1. Informal resolution**
- 2. Formal resolution**
- 3. Independent panel**

These stages are all explained in the policy.

We intend to resolve complaints promptly and informally. However, there is a clear procedure to be followed where the person who has made the complaint feels this has not been achieved.

Please note that it will not usually be possible to deal promptly with a complaint if it is made during a school holiday. Therefore, the term 'working days' used in this policy will normally refer to term-time only.

## **3) STAGE 1 INFORMAL RESOLUTION**

If you have a complaint about any aspect of your child's education or treatment at the school, we urge you to contact us immediately, no matter how minor you feel the issue to be. We will do our best to listen and understand the nature of your complaint and resolve it to your and our satisfaction.

Contact details are given at the end of this policy.

For the head teacher to deal with your complaint or concern they will need the following information:

- A. Who or what the complaint is about.**
- B. The nature of your complaint, in as much detail as you wish to give.**
- C. What you would like done to resolve it.**
- D. Your contact details.**

The head teacher will record your complaint. They will also record the nature of the complaint and the date on which it was received. They will then discuss your complaint or concern with the member or members of staff concerned.

Within ten working days the head teacher will then contact you to inform you of the outcome of their discussions with the member or members of staff concerned. If they have agreed a way of resolving the issue with them they will inform you about this. If you are happy with this outcome the agreed actions will be made and recorded. The procedure will end at this point.

If you do not agree with the outcome described to you by the head teacher, you have a right for your complaint to proceed to the next, formal, stage.

If your complaint is about the head teacher, or you do not wish to discuss it with the Head teacher, please make your complaint to the Directors of the School.

#### **4) STAGE TWO FORMAL RESOLUTION**

If the complaint cannot be resolved on an informal basis you should make your complaint in writing to the Directors of the school. Upon receipt of the complaint one of the Directors will contact you within three working days. The Director will acknowledge your receipt and inform you of the details of the procedure that will be followed to resolve the complaint.

The Director will need to discuss your complaint with relevant staff and/or pupils. The proprietor will also carry out any necessary investigations and give the matter full and detailed consideration.

The outcome of this investigation will be communicated in writing to you within a further ten working days. You will be informed about the evidence collected for the investigation and the reasoning which led to the conclusions drawn from it. You will also be informed about any actions which have or will be taken as a result.

If you are not satisfied with the outcome of the investigation you can decide to go to stage three of the procedures, the independent panel.

## **5) STAGE THREE INDEPENDENT PANEL**

If you are unhappy with the outcome of the investigation, you must write to the Directors of the school within ten working days and request that your complaint is further considered by an independent panel.

The Director of the school will appoint a panel of at least three people who have not been involved previously with the matters detailed in the complaint. At least one of these people will be independent of the management and running of the school.

The panel will meet within ten working days and consider all the evidence collected by the investigation.

One of the Directors/Proprietor will attend the meeting of the panel. You will be invited to attend the meeting and may bring with you someone to support and advise you.

At the meeting you will be able to present and discuss your complaint fully. The Director/Proprietor will explain the evidence and the reasoning which led to the school's earlier written response to you.

The panel will consider all the evidence presented to it and will make findings and recommendations based on that evidence. Minutes will be taken of the meeting by a suitable person allocated this task.

Within ten working days of the meeting, you, the head teacher, the Directors/Proprietor and, where relevant, the person complained about, will each be given a written copy of the panel's findings and recommendations.

This is the end of the process. There is no appeal procedure.

## **6) OTHER ISSUES**

Written records will be kept of all complaints, including whether they are resolved at the preliminary stages or proceed to a panel hearing.

Any meetings should, as far as practicable, be at reasonable times and would normally take place on school grounds, unless there are exceptional reasons to hold meetings elsewhere. This may include meetings by video conference or telephone conference, provided all parties agree. Reasonable requests for adjournment should always be considered, except for last-minute cancellation or wilful attempts to obstruct the procedure by repeatedly failing to agree to meet.

Correspondence, statements, and records of complaints will be kept confidential except where the Welsh Government or Estyn, conducting an inspection of the school request access to them.

## **7) CONTACT DETAILS**

For all complaints, please contact the Head teacher of the school, unless your complaint is about the head teacher, in which case you should contact the Directors.

The contact details for Golfa Hall School are as follows:

By phone: 01938 554111

By email: [enquiries@amberleighcare.co.uk](mailto:enquiries@amberleighcare.co.uk)

Please ask to speak to the Head teacher or Directors.

By email: [sioned.davies@amberleighcare.co.uk](mailto:sioned.davies@amberleighcare.co.uk)

Please address your email: Confidential for the attention of the Head teacher or Directors.

## **8) COMPLAINTS TIMELINE**

1. The complaint is received at school.
2. The complaint will be investigated, and the outcome discussed with the complainant within ten working days.
3. If the complainants are unhappy with the outcome, they must write to the head teacher or proprietor to inform them of this.
4. An acknowledgement of the complaint will be sent within three working days.
5. An investigation will be conducted by the school and a written outcome will be sent to the complainants within a further ten working days.
6. If complainants are unhappy with the outcome, they must write within ten working days requesting an independent panel to review their complaint.
7. The Panel will meet within ten working days.
8. The Panel will write to the complainants with the outcome of their review within ten working days of the date of the meeting.