

## Phoenix School Complaints Procedure

| Date | Review Date | Coordinator | Nominated Governor |
|------|-------------|-------------|--------------------|
|      |             |             |                    |

We believe that this school provides an excellent education and that the Headteacher and school personnel work very hard to build positive relationships with all parents and others. However, we are obliged under section 29 of the Education Act 2002 to have in place clear procedures to deal with complaints made against the school or individuals connected with it.

We are aware that under the Education Act 1996 parents have the right to complain directly to the Local Authority about any matter relating to the school's curriculum and any issue relating to the general educational that we provide.

We have a duty to publish the complaints procedure in the school handbook and on the school website with hard copies available from the school office.

We believe that we can keep complaints to a minimum by forging strong positive relations with everyone connected with the school and by having in place very good lines of communication.

We as a school community have a commitment to promote equality. Therefore, an equality impact assessment has been undertaken and we believe this policy is in line with the Equality Act 2010.

### Aims

- To deal with any complaint against the school or any individual connected with it by following the correct procedures.
- To deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant.
- To work with other schools to share good practice in order to improve this policy.

### Responsibility for the Policy and Procedure

#### Role of the Governing Body

The Governing Body has:

- a duty to have in place a complaints procedure;
- delegated powers and responsibilities to the Headteacher to ensure all school personnel and visitors to the school are aware of and comply with this policy;
- responsibility for ensuring that the school complies with all equalities legislation;
- nominated a designated Equalities governor to ensure that appropriate action will be taken to deal with all prejudice related incidents or incidents which are a breach of this policy;
- responsibility for ensuring funding is in place to support this policy;
- responsibility for ensuring this policy and all policies are maintained and updated regularly;
- responsibility for ensuring all policies are made available to parents;

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- the responsibility of involving the School Council in the development, approval, implementation and review of this policy;
- responsibility for the effective implementation, monitoring and evaluation of this policy

### **Role of the Headteacher**

The Headteacher will:

- ensure all school personnel, pupils and parents are aware of and comply with this policy;
- work closely with the link governor and coordinator;
- provide leadership and vision in respect of equality;
- provide guidance, support and training to all staff;
- monitor the effectiveness of this policy;
- annually report to the Governing Body on the success and development of this policy

### **General Complaint**

As seen in Plan of System – General Complaints.

### **Complaint against the Head Teacher**

As seen in Plan of System – Complaint against the Head Teacher.

### **Complaint regarding the Curriculum and General Educational Provision**

All curriculum and general educational provision complaints will be dealt with by the Local Authority in line with their set complaints procedures.

### **Raising Awareness of this Policy**

We will raise awareness of this policy via:

- the School Handbook/Prospectus
- the school website
- the Staff Handbook
- meetings with parents such as introductory, transition, parent-teacher consultations and periodic curriculum workshops
- school events
- meetings with school personnel
- communications with home such as weekly newsletters and of end of half term newsletters
- reports such annual report to parents and Headteacher reports to the Governing Body
- information displays in the main school entrance

### **Training**

We ensure all school personnel have equal chances of training, career development and promotion.

Periodic training will be organised for all school personnel so that they are kept up to date with new information and guide lines concerning equal opportunities.

## Equality Impact Assessment

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation.

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any pupil and it helps to promote equality at this school.

## Monitoring and Review

- The Headteacher logs all complaints received by the school and records how they were resolved. Governors discuss this log annually.
- A continuous process of self-evaluation by the governors will monitor the process of dealing with complaints.
- Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.

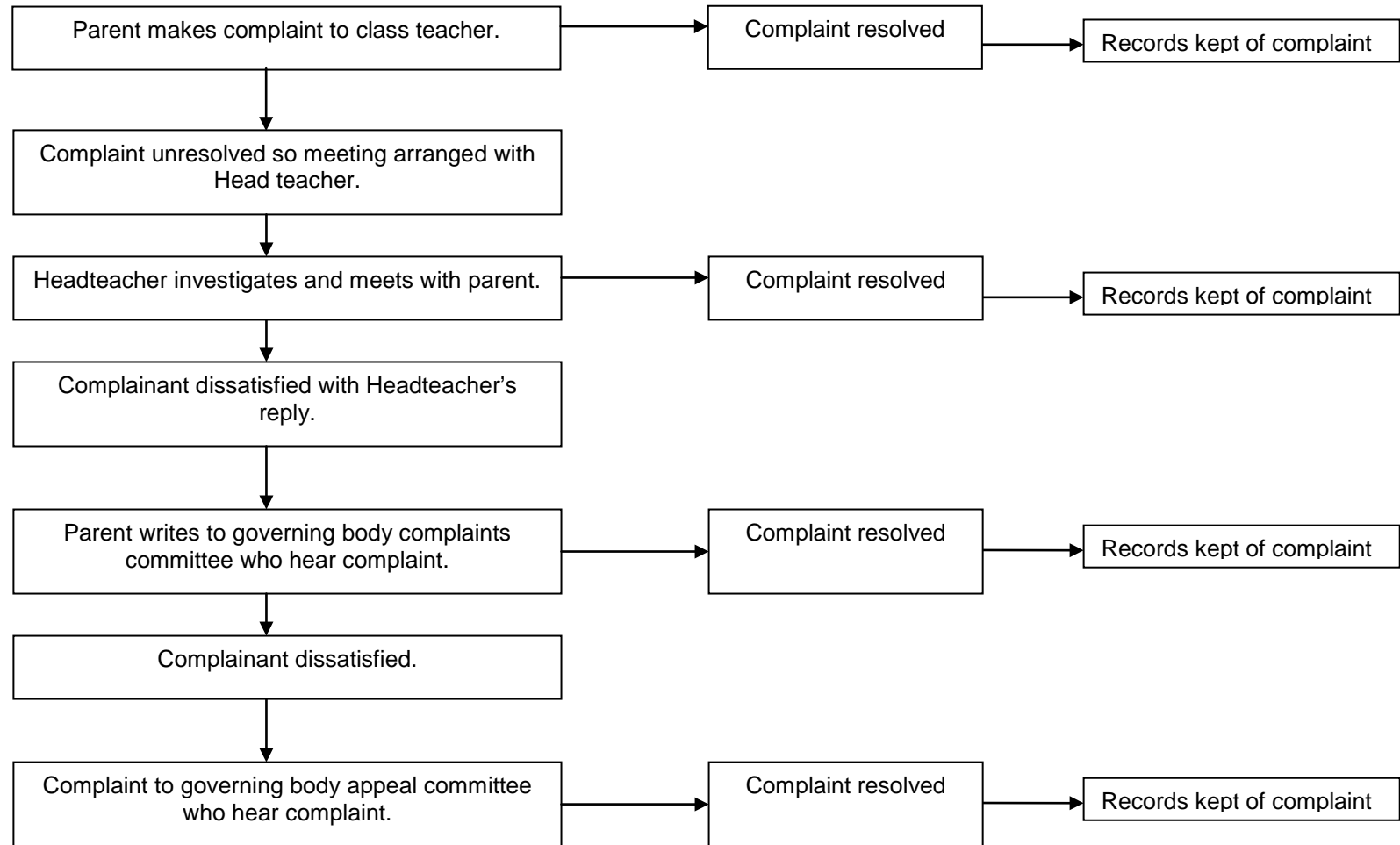
## Monitoring the Effectiveness of the Policy

The practical application of this policy will be reviewed annually or when the need arises by the coordinator, the Headteacher and the nominated governor.

A statement of the policy's effectiveness and the necessary recommendations for improvement will be presented to the Governing Body for further discussion and endorsement. (See Policy Evaluation)

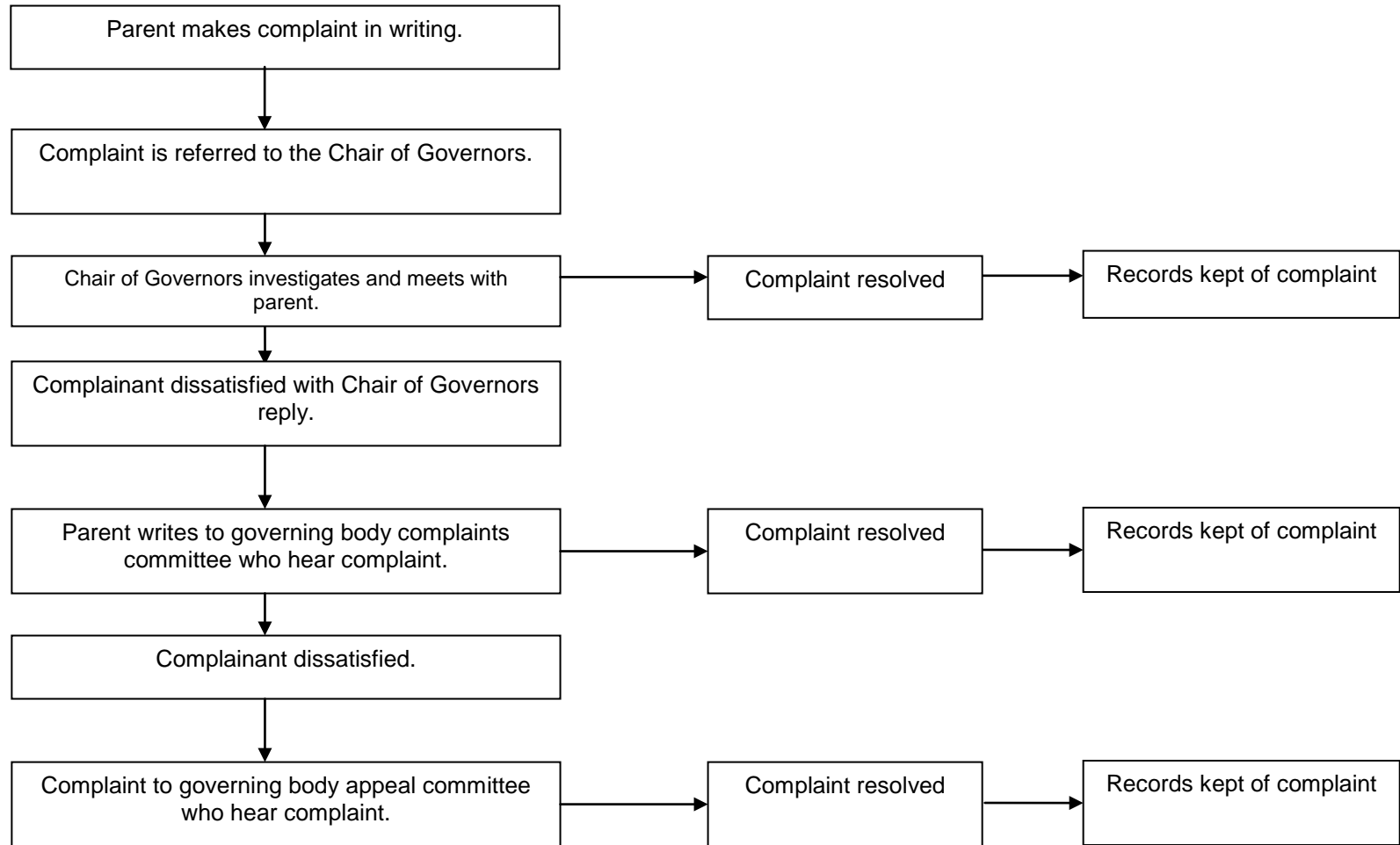
|                          |  |       |  |
|--------------------------|--|-------|--|
| Headteacher:             |  | Date: |  |
| Chair of Governing Body: |  | Date: |  |

## General School Complaints



If the complaint is not resolved, a parent may make representation to the LEA. A meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint. If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

## Complaint against the Headteacher



If the complaint is not resolved, a parent may make representation to the Local Authority. A meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint. If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

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**Initial Equality Impact Assessment**

Please complete an initial equality impact assessment once this policy has been customised to suit your purposes.

| Policy Title | The aim(s) of this policy | Existing policy (✓) | New/Proposed Policy (✓) | Updated Policy (✓) |
|--------------|---------------------------|---------------------|-------------------------|--------------------|
|              |                           |                     | ✓                       |                    |

| This policy affects or is likely to affect the following members of the school community (✓) | Pupils | School Personnel | Parents/carers | Governors | School Volunteers | School Visitors | Wider School Community |
|--|--------|------------------|----------------|-----------|-------------------|-----------------|------------------------|
|  |        |                  |                |           |                   |                 |                        |

| Question  | Equality Groups |   |    |            |   |    |        |   |    |                 |   |    |                        |   |    |      |   |    | Conclusion         |   |    |                    |   |    |   |    |
|---|-----------------|---|----|------------|---|----|--------|---|----|-----------------|---|----|------------------------|---|----|------|---|----|--------------------|---|----|--------------------|---|----|---|----|
|   | Age             |   |    | Disability |   |    | Gender |   |    | Gender identity |   |    | Pregnancy or maternity |   |    | Race |   |    | Religion or belief |   |    | Sexual orientation |   |    | Undertake a full EIA if the answer is 'yes' or 'not sure' |    |
|   | Y               | N | NS | Y          | N | NS | Y      | N | NS | Y               | N | NS | Y                      | N | NS | Y    | N | NS | Y                  | N | NS | Y                  | N | NS | Yes   | No |
| Does or could this policy have a negative impact on any of the following?           |                 | ✓ |    |            | ✓ |    |        | ✓ |    |                 | ✓ |    |                        | ✓ |    |      | ✓ |    |                    | ✓ |    |                    | ✓ |    |   | ✓  |
| Does or could this policy help promote equality for any of the following?           |                 | ✓ |    |            | ✓ |    |        | ✓ |    |                 | ✓ |    |                        | ✓ |    |      | ✓ |    |                    | ✓ |    |                    | ✓ |    |   | ✓  |
| Does data collected from the equality groups have a positive impact on this policy? |                 | ✓ |    |            | ✓ |    |        | ✓ |    |                 | ✓ |    |                        | ✓ |    |      | ✓ |    |                    | ✓ |    |                    | ✓ |    |   | ✓  |

|                   |   |
|-------------------|---|
| <b>Conclusion</b> | We have come to the conclusion that after undertaking an initial equality impact assessment that a full assessment is not required. |
|-------------------|---|

|                                     |             |                                    |             |
|-------------------------------------|-------------|------------------------------------|-------------|
| <b>Preliminary EIA completed by</b> | <b>Date</b> | <b>Preliminary EIA approved by</b> | <b>Date</b> |
|                                     |             |                                    |             |

**Phoenix School**

**Policy Evaluation**

| Points to be considered   | Yes | No | N/A | Please supply evidence |
|---|-----|----|-----|------------------------|
| • Policy annually reviewed  |     |    |     |                        |
| • Policy in line with current legislation                             |     |    |     |                        |
| • Coordinator in place  |     |    |     |                        |
| • Nominated governor in place   |     |    |     |                        |
| • Coordinator carries out role effectively                            |     |    |     |                        |
| • Headteacher, coordinator and nominated governor work closely        |     |    |     |                        |
| • Policy endorsed by governing body                                   |     |    |     |                        |
| • Policy regularly discussed at meetings of the governing body        |     |    |     |                        |
| • School personnel aware of this policy                               |     |    |     |                        |
| • School personnel comply with this policy                            |     |    |     |                        |
| • Pupils aware of this policy   |     |    |     |                        |
| • Parents aware of this policy  |     |    |     |                        |
| • Visitors aware of this policy                                       |     |    |     |                        |
| • Local community aware of this policy                                |     |    |     |                        |
| • Funding in place  |     |    |     |                        |
| • Policy complies with the Equality Act                               |     |    |     |                        |
| • Equality Impact Assessment undertaken                               |     |    |     |                        |
| • Policy referred to the School Handbook                              |     |    |     |                        |
| • Policy available from the school office                             |     |    |     |                        |
| • Policy available from the school website                            |     |    |     |                        |
| • School Council involved with policy development                     |     |    |     |                        |
| • All stakeholders take part in questionnaires and surveys            |     |    |     |                        |
| • All associated training in place                                    |     |    |     |                        |
| • All outlined procedures complied with                               |     |    |     |                        |
| • Linked policies in place and up to date                             |     |    |     |                        |
| • Associated policies in place and up to date                         |     |    |     |                        |
| <b>A statement outlining the overall effectiveness of this policy</b> |     |    |     |                        |
|   |     |    |     |                        |