



Oaklands Park School

A Procedure for Dealing with Complaints about the School

Purpose

Oaklands Park School enjoys generally good relationships with pupils, their parents and carers and the wider community. These good relationships are based on mutual respect and a willingness to listen to other points of view. The purpose of the Complaints Procedure is to provide a framework for the governing body to adopt, giving a structured opportunity for all concerned to express and resolve concerns and thus to improve our provision.

Introduction

It is in the best interests of all parties that any concern is expressed and resolved quickly and at the earliest possible stage.

At any stage in the process, any party may consult Devon County Council's People Directorate for impartial advice on matters of procedure.

Please turn over

The Procedure

(The full procedure has five stages, but every effort should be made to resolve issues at the earliest possible stage)

Stage 1

Issue	What happens
A complaint is made about a member of staff, including the Principal, either by a colleague or by someone from the wider community	The Principal (or Deputy Principal) will investigate informally by discussion with school staff or with the community complainant. More complex concerns may take more than one discussion

Stage 2

Issue	What happens
If the complaint cannot be resolved following an informal investigation, the Principal or chair of governors will	Make an investigation and respond to the complaint formally in writing.

Stage 3

Issue	What happens
The governing body becomes involved	If after careful consideration a resolution is not achieved, the complaint will be heard by a panel of at least three governors

Stage 4

Issue	What happens
The complaint will be considered by the Local Authority (Devon County Council)	If the complaint cannot be resolved at the school level, and the complaint falls within the remit of the various directorates of the County Council.

Stage 5

Issue	What happens
The Secretary of State for Education	Will give direction if the governing body or the County Council have acted unreasonably or have failed to make provision. If the complaint is against action taken, or not taken, by the County Council, it is also possible for that complaint to be referred to the Local Government Ombudsman

This review of the Complaints Procedure

January 2014

Approved by the Governing Body

February 2014

Next Review

January 2014