



# WRIGHT ROBINSON COLLEGE



## Parental Complaints Procedure

**Headteacher: Mr N. Beischer**

**Chair of Governing Body: Mr C. Brierley**

Dear Parent(s)/Carer(s)

The complaints procedure set out in this leaflet has been agreed by the Governing Body of Wright Robinson College. The Department for Education recommends that every College should have a complaints procedure which should be made available, upon request, to Parents.

Like many other organisations, Colleges are no different in that the people that use them occasionally have complaints about the way in which they operate. Wright Robinson College is no different to other Colleges, in that complaints are received. Fortunately complaints are infrequent and we are usually able to resolve them outside of any formal procedures, to the satisfaction of all concerned. You have the Staff and Governors assurance that all complaints will continue to be treated seriously, and in a confidential manner.

**It is important to note that this procedure should be followed whenever a Parent/Carer wishes to pursue a concern/complaint about their child's education. It is equally important to note that if you wish to make a complaint it should be made in a calm and respectful manner.**

A full record of each complaint made, the nature of the complaint and the action taken to resolve the complaint by the Teacher/Headteacher/Governors will be held at the College. This record will be regularly inspected/considered by the full Governing Body at one of its termly meetings.

Yours sincerely

**N. Beischer**

**Headteacher**

**C. Brierley**

**Chair of Governors**

## **PROCEDURE FOR DEALING WITH CONCERNS/COMPLAINTS**

The Staff and Governors at Wright Robinson College are committed to providing a high quality education for your Child(ren) in a secure and supportive environment.

Whilst all concerned strive to achieve their best for the welfare of the pupils at the College, it is appreciated that there may be occasions when you have concerns about your child's education, or about particular incidents which have occurred at College.

If such a situation arises, we would ask you to follow the procedure outlined in this document.

**It is important that you follow through the various stages in the order in which they are given:**

### **I am concerned about some aspects of my child's College life. Who should I speak to first?**

In the first instance you should always address your concern to the member of Staff who has direct responsibility for your child's welfare. At Wright Robinson College this is your child's Head of Year. You can contact them to arrange an appointment to discuss your concern by telephoning the College, writing a letter or sending a note via your child.

It is always best to make contact at an early stage, so that any problems can be dealt with before they become major issues, and Parent and College can work together to find a satisfactory solution to the problem.

### **I have spoken to the Head of Year but the situation hasn't improved. What should I do next?**

If you are not satisfied with the response you have received from the Head of Year, or your complaint is about the Head of Year, you need to make contact to see the Headteacher who has overall responsibility for the day-to-day management of the College. This should be done by telephoning or writing to the College.

The Headteacher will listen to your concerns; make arrangements to investigate the matter, and then report back to you. In some instances the Headteacher may delegate the responsibility for investigating the complaint to another Senior Member of Staff. Do bear in mind that the Headteacher will have many other responsibilities to attend to, and you may have to wait a few days before receiving a response. Obviously, if the matter is urgent, it will be attended to as soon as possible.

**I have been into see the Headteacher, but I am not satisfied with the response I have received. Is there anyone else I can talk to about the problem?**

If you feel that your approach to the Headteacher has not resolved the issue as far as you are concerned or your complaint is about the Headteacher, you can write to the Chair of Governors.

The Chair of Governors cannot interfere with the Headteachers day to day management of the College, but will investigate whether your problem has been dealt with in an appropriate manner, and report back to you as soon as possible.

In your letter you should explain your concerns, any queries or questions that you would like answers to and provide as much information about your complaint as possible. As this is a serious step to take, it is important that you have thought things through carefully and that every possible attempt has been made to resolve your concerns by other means.

The Chair of Governors will then respond to your complaint, usually within 15 working days.

Please send your letter to the following address:

**Chair of Governors  
C/O Mrs Duffy (Clerk to the Governing Body)  
Wright Robinson College  
Abbey Hey Lane  
Gorton  
Manchester  
M18 8RL**

**I have written to the Chair of Governors but I am still not happy. Is there anything more I can do?**

You are now reaching the stage where your original concern is turning into a complaint about the way matters have been dealt with by the College.

If you wish to pursue this complaint, you have the opportunity of a formal hearing before a Complaints Panel of the Governing Body. Neither the Headteacher nor the Chair of Governors will be on this panel, which will normally consist of three Governors appointed by the Governing Body as a whole.

If you are not happy with the response from the Chair of Governors and wish to take your complaint further, you must write to the Clerk to the Governing Body **within 15 working days** of receipt of your letter from the Chair of Governors.

**You must state the reasons why you are unhappy with the Chair's response and what you wish the panel to address.**

**The Governing Body Complaints Panel have not upheld my complaint. Is there anyone else I can refer the matter to?**

The Local Government Ombudsman investigates complaints about “maladministration” i.e. cases where the recognised complaints procedure has not been properly used. However, the Ombudsman cannot investigate complaints about internal College matters, and is not empowered to overturn the decision of a Governing Body Complaints Panel, which has correctly followed procedures. If the Ombudsman decides to investigate your complaint, you could wait up to six months to hear the result of the investigation. A complaint form can be obtained from your local library, or the Citizen’s Advice Bureau.

If you feel that the Governing Body have acted “unreasonable” or “illegally” in coming to their decision, you can complain to the Secretary of State for Education. If you feel this to be necessary, you will need to write to the Secretary of State, giving details of your complaint. When you make a formal complaint in this way, the Secretary of State must fully investigate it and let you know the result. The Secretary of State has the power to issue directions to the Governing Body, but you should be aware that this power is very rarely used, and that an investigation can take up to six months or more.

**Reference to the Local Government Ombudsman or the Secretary of State will only occur under very extreme circumstances.**

The vast majority of concerns and complaints will be dealt with by the Staff and Governors of the College. Please remember that everyone involved at Wright Robinson College wants to achieve the best they can for your child(ren).

**College Telephone Number: 0161 370 5121**