



WRIGHT ROBINSON COLLEGE

Complaints Procedure

Headteachers: Mr N. Beischer & Mr M.Haworth

Chair of Governing Body: Mr C. Brierley

Policy Updated: October 2019

Policy agreed by the Full Governing Body: 14th October 2019

Dear Parent/Carer(s),

The complaints procedure set out below has been agreed by the Governing Body of Wright Robinson College. The Department for Education recommends, under Section 29 of the Education Act 2002, that every College should have a complaints procedure, which should be made available, upon request, to Parents.

Parental concerns and complaints are a reality of the day-to-day life and work of schools and Wright Robinson is no different to other schools in that complaints are received. However, the majority of complaints received by Wright Robinson can be successfully dealt with, to the satisfaction of all concerned, at the informal Stage 1.

Complainants may be anyone, such as parents, carers, grandparents, neighbours of the school or any members of the local community. However, it is expected that it will be mainly parents/carers who will make use of this procedure.

It is important to note that this procedure and the stages detailed should be followed whenever a Parent/Carer/Other wishes to pursue a concern/complaint (Annex A).

It is equally important to note that if you wish to make a complaint it should be made in a calm and respectful manner.

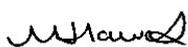
If you are not a Parent/Carer, your complaint should be addressed to the Headteacher (Stage 2) using the [Stage 2- Complaint Form \(Headteacher\)](#).

A record of each complaint made and the action taken by Staff/Headteacher/Governors to resolve the complaint will be held at the College.

Yours sincerely



N. Beischer
Headteacher



M. Haworth
Headteacher



C. Brierley
Chair of Governors

PROCEDURE FOR DEALING WITH PARENT/CARER 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.

STAGE 1

I am concerned about an aspect 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 Year Team. 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, allowing parent/carer and College to work together to find a satisfactory solution to the problem.

STAGE 2

I have spoken to the Year Team but the situation has not improved. What should I do next?

If you are not satisfied with the response you have received from the Year Team, or your complaint is about the Year Team, you will need to put your complaint in writing to the Headteacher using the **Stage 2- Complaint Form (Headteacher)**. This form can be download from the college website or by requesting from the college by contacting Mrs Duffy on 0161 826 1026.

The Headteacher will address your concerns; arrange 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 several days before receiving a response. Obviously, if the matter is urgent, it will be attended to as soon as possible.

STAGE 3

I have written to 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** using the

Stage 3- Complaint Form (Chair of Governors) available from the Clerk to the Governing Body.

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

Please provide as much information about your complaint as possible on the form. 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 aim to respond to your complaint within 15 working days.

Please send your completed **Stage 3- Complaint Form** to the following address:

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

STAGE 4

(a) 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. Complaints outside of 15 working days will be dealt with in exceptional circumstances. The Clerk will then provide you with a copy of the **Stage 4- Complaint Form (Governor Panel)**.

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

(b) My complaint is about the Chair of Governors/Governing Body. Is there anything I can do?

If your complaint is about the Chair of Governors or Governing Body, you will need to put this in writing to the Clerk to the Governing Body, who will then determine the most appropriate course of action, depending on the nature of the complaint.

The Governors appeal hearing is the last school-based stage of the complaints process.

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 the child(ren) and community it serves.

College Reception: 0161 370 5121

Clerk to the Governing Body: 0161 826 1026

Annex A: Complaint Procedure Stages- Flowchart

