



# Campbell Harris

## COMPLAINTS POLICY

This policy should be used in conjunction with the DCSF Guidance (School Complaints Procedure – 22 May 2003)

### **Introduction:**

The majority of issues raised by parents, pupils or the community are concerns rather than complaints. Campbell Harris is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, the complainant may wish or be asked to follow the College's formal complaints procedure. For the College to be able to investigate a complaint, it needs to be made within a reasonable time of the incident occurring.

The prime aim of Campbell Harris's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the College.

The following details outline the stages that can be used to resolve complaints.

The Policy has four main stages. In summary they are as follows: -

- Stage 1 – A student's concern is raised informally with a subject teacher, personal tutor or Principal. A parent's concern is raised informally with a subject teacher or personal tutor at a Parents' Evening; otherwise with the Principal (for administrative reasons) who will immediately liaise with subject teachers and personal tutors.
- Stage 2 – Formal written complaint is heard by the Principal in liaison with the subject teachers and personal tutors as relevant.
- Stage 3 – The Principal arranges a further investigation of the complaint.
- Stage 4 – Complaint is heard by Governing Committee Complaints Appeal Panel.

### **Stage 1 – Raising a concern**

Concerns can be raised with the College at any time and will often generate an immediate response, which will resolve the concern. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to the College within 10 College working days and state what you would like the College to do. The College will then look at your complaint at the next stage.

### **Stage 2 – Initial hearing of the formal written Complaint heard by the Principal in liaison with relevant staff**

Formal complaints shall be put in writing and addressed to the Principal: Mark Harris. The complaint will be logged, including the date it was received. The College will normally acknowledge receipt of the complaint within 2 College working days of receiving it. In many cases this response will also report on the action the College has taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 College working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at stage 2 please write to or call the College within 10 College working days of getting our response. You will need to tell the College why you are still not satisfied and what you would like the College to do.

### **Stage 3 – Complaint investigated further by the Principals**

If the matter has not been resolved at Stage 2, the Principal will arrange for a further investigation. Following the investigation, the Principal will normally give a written response within 10 College working days. If you are dissatisfied with the result at stage 3, you will need to let the College know within 10 College working days of getting the response.

### **Stage 4 – Complaint heard by the College Governing Committee**

If the matter has still not been resolved at Stage 3, then you will need to write to the Chair of Governors giving details of the complaint. The Chair or a nominated Governor will convene a complaints panel. The hearing will normally take place within 10 college working days of the receipt of the written request for Stage 4 investigation.

The aim of the Appeal panel hearing is impartially to resolve the complaint and to achieve reconciliation between the College and the complainant. All parties will be notified of the Panel's decision in writing within three College working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

N.B In cases where the matter concerns the conduct of the Principals, the Principal and Chair of Governors will be informed of the complaint. The Chair of Governors will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body the member will be informed of the complaint.

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

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