

Royal School for the Deaf Derby

Complaints Policy for Parents and Carers

We undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential academically and socially. However, we recognise that sometimes things can go wrong and parents and carers may need to make a complaint or raise concerns they have with the school.

We hope that there will be good communication between parents/carers and key staff who work with their child, such as class teachers and care staff (if the child is a boarder) and so minor concerns can be sorted out quickly

Informal stage

However, if the complaint is about educational matters, then parents/carers can contact the Co-ordinator of Primary Department, Co-ordinator of Secondary Department, Co-ordinator of Post 16 or Co-ordinator of Learning 11-19 who will respond to the complaint as soon as possible, but certainly within five working days. (contact details are sent to every pupil)

If the complaint is about residential matters, parents/carers can contact the Head of Care and Principal who will respond within five working days. Alternatively, parents can contact the Principal who will also undertake to respond to parents within five working days.

Any complaint against the Principal should be addressed to the Chair of Governors via the school.

All complaints will be recorded formally in a central log.

Formal Stage

Stage 1

If a parent/carer is still dissatisfied after the informal stage, they or the member of staff can refer the matter to the Principal. This should be in writing so the situation is clear to all parties.

The Principal will offer a meeting with the parent/carer at a mutually convenient time. At the meeting, and through discussion, the Principal will clarify the issues and the hopes of what the parent/carer is trying to achieve. Together all parties should agree an acceptable outcome that is to their satisfaction. The outcome should be written down and agreed by all parties so there is no misunderstanding. Parents/carers should be given a copy of this.

If the issue is complex the Principal may need to speak to other staff and pupils. This should happen within 10 school days. If this timescale cannot be met the Principal should explain the reasons to the parents/carers and give a timescale for when the investigation will be completed.

Stage 2

If the complaint is not resolved to the satisfaction of the parents/carers it can be referred in writing to the Chair of Governors at the school address or the school can ask the Chair of Governors to contact the parents/carers direct. The Principal can also refer the matter to the Chair of Governors.

Royal School for the Deaf Derby Complaints Policy for Parents and Carers

The Chair of Governors will offer to meet with the parents/cares at a mutually convenient time.

The Chair of Governors has 15 school days to investigate the complaint. If it cannot be resolved within this time the Chair will inform the complainant, explain why it is taking longer and give a realistic timescale for resolution.

Stage 3

If the complaint is still not resolved to the parent's/carer's satisfaction, or the Chair feels that it is necessary or appropriate, he/she will set up a complaints committee. It is recommended that this is a last resort.

The Chair can appoint an investigating officer from school to gather evidence and conduct preliminary interviews on the Chair's behalf. The investigating officer will provide a detailed report and give a copy to the parents/carers. The investigating officer should be seen as impartial and cannot be part of the complaints committee.

The complaints committee should consist of 3 members of the governing body. If it is felt that these governors have prior knowledge of the complaint then governors could be brought in from other schools.

The complaints committee should meet at a time convenient to all parties. The complainant, Principal, Chair of Governors and any member of staff the complaint is about will be invited. Any person can bring a friend or supporter if they wish. The complaints committee will consider any written material, give all parties the opportunity to state their case and question others present. The committee will ensure that all present are treated fairly. The meeting will be minuted by the Clerk to the Governors and a copy given to all present.

The committee will give its decision, in writing, within 5 school days of the meeting along with their reasons

If the complaint is not resolved after this process the complainant should write to the Secretary of State if it is a general matter.

Parents/carers should also be aware that they could address any complaints, including those about the staff and management of the school, to the Parent Representatives on the Board of Governors who will report to the Chair of Governors or the Chair of the Pupil Welfare Committee

Parent Representatives	Mr Robert Buxton (hearing) Mr Peter Kendall (deaf)
------------------------	---

Chair of the School Governors Chair of Pupil Welfare Committee	Dr Rosemary Guy Mrs Janet Bailey
---	-------------------------------------

If parents/carers have concerns about the welfare of their children and want to contact an Independent Person to investigate the matter, they should call

Inspector Ofsted Care Royal Exchange Buildings	or Social Workers with Deaf People The Coach House 29 Kedleston Road
--	--

Royal School for the Deaf Derby
Complaints Policy for Parents and Carers

St Ann's Square
Manchester
M2 7LA

Derby
DE22 1FL

18001 08456 404040 (text)
0115 9449305 (fax)

01332 344358 (minicom)
01332 717567 (voice)

See also

Safeguarding Children policy

Signed	
Name	Dr Rosemary Guy
Designation	Chair of Governors
Date	Autumn 2011

**Royal School for the Deaf Derby
Complaints Policy for Parents and Carers**

Complaints Process Flowchart

