



**Chapel-en-le-Frith**  
High School

# **Complaints Procedure**

**Approved by Full Governors: September 2018 Minute 11 (f)**

## **1. Introduction**

We always aim to further improve our work to this end we are always happy to receive feedback on the work we do. We acknowledge that we do not always get everything right and where we have made mistakes we try to be open and transparent and to put things right as quickly as we can.

If you are unhappy with our work it is important that you let us know.

## **2. Making suggestions or seeking clarification**

Many issues can be dealt with informally. You are free to contact the school at any time if you think we have made a mistake or if you do not understand an action we've taken. Most issues can be resolved by discussion. The school website provides a comprehensive list of e-mail addresses or you can telephone the school office who will put you in touch with someone who can help.

## **3. Making a complaint**

If an issue can't be resolved informal then you can make a complaint to the school. We aim to handle complaints quickly, effectively and in a fair and honest way. We treat all complaints in confidence.

In the event that a complaint raises a safeguarding issue it will be dealt with under the school's safeguarding policies.

All complaints and their outcomes are logged and anonymous summary information on complaints received is provided to the school's governing body.

## **4. Who can complain**

Anyone affected by our work can make a complaint. However, complaints relating to the school's work with a particular child will normally only be accepted from a person with parental responsibility for that child.

## **5. How you can make a complaint**

You can complain:

- in person
- by telephone
- by letter
- by email

You must make it clear that you wish your concerns to be treated as a complaint, rather than simply as a query, clarification or comment.

## **6. Anonymous complaints**

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

## 7. Responsibility

The headteacher is responsible for managing the day to day handling of complaints. The school governors are responsible for ensuring that the school has adequate procedures in place to deal with complaints and for considering complaints which cannot be resolved by the school

## 8. How we handle complaints

The headteacher may ask one of the senior leadership team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will inform you of the outcome by letter, e-mail, telephone or by arranging a meeting.

## 9. Further steps

If after we have investigated your complaint and informed you of the outcome you remain unhappy you can ask the school governors to consider your complaint. In exceptional circumstances you can complain directly to the governors without the school considering the complaint. This may be appropriate if the complaint is about the headteacher or is of a very serious nature.

**In most cases the school governors will not consider a complaint until the process at school level has been exhausted.**

To complain to the school governors you should put your complaint in writing to:

Mrs J Emsley,  
Clerk to the governing body,  
Chapel-en-le-Frith High School,  
Long Lane  
Chapel-en-le-Frith  
SK23 0TQ

You can also e-mail your complaint to [jemsley@chapelhigh.org.uk](mailto:jemsley@chapelhigh.org.uk)

On receipt of a complaint the chair of the governing body will consider whether it is appropriate for the governors to be involved. The chair will contact you and let you know whether the governors will be investigating the complaint or whether it is better dealt with at school level.

A panel of three experienced governors will consider your complaint and will respond to you within the timescales detailed above.