

# Complaints Procedure

## Introduction

Uxbridge High School ('UHS') is a converter academy. Academies were established by the Academies Act 2010. This replaces Foundation status for UHS. The Trust Body and Governing Body have an increased range of duties and responsibilities. Since the Education Act 2002 schools have had to have a procedure in place to deal with complaints relating to schools and to any community or services that the school provides. This procedure is separate from complaints about the curriculum, or acts of collective worship, the staff grievance procedure or disciplinary procedure. These remain the same.

## General Principles of complaints

### Who can complain?

Complaints can be made by a parent, someone deemed to have parental responsibility, or a student. (The prescribed period within which former students may be deemed to be students is 12 months).

### What can they complain about?

They may complain where they feel that they have been caused an injustice as a result of an act or omission of a "prescribed function" of the Headteacher (as defined in the Complaints against Schools (England) Regulations 2010) see Appendix 1).

## How are complaints dealt with?

### Initial concerns

#### Stage 1

Complaints should usually go first, in writing, to the class teacher or form tutor. In some cases complaints will go directly to the appropriate Guidance Leader or Curriculum Leader. A suitable time to

meet with the teacher, when the teacher has no commitments with students, will hopefully enable the problem to be resolved.

If it is not possible to resolve the issue then the complaint will need to be investigated. An investigation may involve written enquiries; telephone discussions; inspection of records; and interviews.

#### Stage 2

If the concern is not resolved then it will be appropriate to see a member of the school Leadership Team, usually the appropriate Vice Principal or Assistant Principal. A time will need to be arranged for a meeting and time given to investigate the problem. Parents will receive a letter outlining arrangements.

#### Stage 3

If the matter is still not resolved it may be appropriate to meet with the Principal to discuss the concern. The Principal will listen to the concern and need time to investigate further. A subsequent meeting may need to be arranged. Parents will be kept informed in writing.

The school aims to bring about a resolution as quickly as possible, but consideration needs to be given to the time needed to carry out an investigation and the arrangement of meetings at mutually convenient times.

#### Stage 4

If the matter has still not been resolved, then a parent may wish to write to the Chair of Governors, care of the school. The Chair of Governors will check the concern with the Principal. If necessary, the Chair of Governors will meet with the complainant, and conduct their own investigation. The Chair of Governors will respond in writing within 15 working days, excluding school holidays.

## Appendix 1

### Functions of the Headteacher that may be the subject of a complaint

The functions of the Headteacher under the following provisions are prescribed for the purposes of section 206(2)(b) of the 2009 Act:

- sections 403 (sex education), 406 (forbidding political indoctrination), 407 (duty to secure balanced treatment of political issues) and 550AA (Headteacher authorising members of staff to search pupils for weapons) of the Education Act 1996;
- sections 43 (provision of careers education in schools), 44 (duty to cooperate with careers adviser) and 45 (provision of careers information) of the Education Act 1997;
- sections 69 (duty to secure provision of religious education), and 70 (requirements relating to collective worship) of the School Standards and Framework Act 1998;
- sections 52(1) (exclusion of pupils) insofar as it relates to exclusions for a fixed period, 79(3) (duty to implement general requirements in relation to curriculum), and 85(9) (duty to have regard to guidance related to work related learning or entitlement areas) of the Education Act 2002;
- sections 89 (determination of behaviour policy), 92(3)(b) (detention outside school sessions) and 104 (notice to parent relating to excluded pupil) of the Education and Inspections Act 2006;
- regulation 3(1) of the Education (School Sessions and Charges and Remissions Policies) (Information) (England) Regulations 1999;
- regulations 5, 7 and 8 of the Education (School Government) (Terms of Reference) (England) Regulations 2000;
- the Education (National Curriculum) (Temporary Exceptions for Individual Pupils) (England) Regulations 2000;
- regulations 3, 4, 7 and 7A of the Education (Pupil Exclusions and Appeals) (Maintained Schools) (England) Regulations 2002 insofar as they relate to exclusions for a fixed period;
- regulations 4, 5 and 6(8) of the Education (National Curriculum) (Key Stage 2 Assessment Arrangements) (England) Order 2003;
- regulation 4 of the Education (National Curriculum) (Key Stage 3 Assessment Arrangements) (England) Order 2003;
- regulations 6, 7 and 8 of the Education (Pupil Information) (England) Regulations 2005;
- the Education (Reintegration Interview) (England) Regulations 2007;
- regulations 4 and 5 of the Education (Pupil Exclusions and Appeals) (Pupil Referral Units) (England) Regulations 2008 insofar as they relate to exclusions for a fixed period; and
- Part 9 of the School Teachers' Pay and Conditions Document 2009.