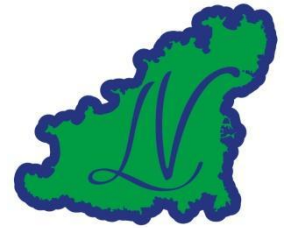


Les Voies School



Complaints Policy

Type of Policy	School
Version Number	1.3
Date Completed	Dec 2020
Review Period	2 years
Date for Review	Dec 2025
Signed by	

Links to other policies: Whistle blowing policy, ESC comments compliments and complaints policy, Behaviour and Attitudes Policy

Why do we have a Complaints Policy?

- To ensure continuity in dealing with complaints.
- To ensure all stakeholders know how to complain.
- To ensure that stakeholders feel they have the right to complain and to be heard and that the process that is followed is transparent and fair.
- To ensure stakeholders know and understand their rights and responsibilities.

What do we want the Complaints policy to do?

- To inform stakeholders of how their complaint will be dealt with.
- To outline clear practices when dealing with complaints including how they are resolved.
- To establish a clear timeline and structure that any complaint would follow.
- To outline rights and responsibilities of all stakeholders.
- To promote the school's restorative culture.

Who are the stakeholders?

- Students
- Parents/Carers
- Staff
- The Committee for Education Sport and Culture (ESC)
- SLT
- Wider public
- Other agencies e.g. HSC, Convenor, CAMHS, EPS, SAS etc

How are complaints made?

- The school encourages and expects most issues to be dealt with informally. All such matters should be dealt with directly with the person concerned in an open and non-threatening way.
- Formal complaints should be made following the Complaints process outlined in the flow chart (see appendix).
- If there is a complaint that cannot be dealt with directly and needs to have intervention from senior staff then the forms can be found in the school office or on the school website.
- The form should be completed and either emailed or handed to the Headteacher who will then decide who is in the best position to deal with the complaint.
- If the complaint is about the Headteacher then this should be passed to the Director of Education.

How are complaints dealt with?

- All complaints will be taken seriously.
- All complaints will be investigated.
- Complaints should always be dealt with in a timely fashion as outlined in the flow chart.

What is the timeline for complaints

- You can expect a response within 72 hours and the complaint to be dealt with within 10 days.
- If there is a significant investigation to be carried out or other factors that may impede the resolution of the complaint then this will be communicated to the complainant at the earliest opportunity.

What are the rights and responsibilities of individual stakeholder groups?

- Every stakeholder or anyone associated with the school has the right to make a complaint, formal or informal.
- All stakeholders have a responsibility to follow the complaints process if they are unhappy about any elements of the school (this can be formal or informal).
- SLT are responsible to ensure timelines are followed.

What can I expect from the complaints process

- If you make a complaint you will receive an acknowledgment of the complaint within 72 hours.
- You will receive a conclusion to any investigations and what has been done as a consequence of the complaint.

Flow Chart

Les Voies Complaints Process

