



# **Regents Park Community College**

## **Complaints Policy**

**Policy updated: July 2023**

**Policy ratified at Governors Meeting: June 2023**

**Policy signed by Chair of Governors: Chair of Governors**

**Policy to be reviewed: June 2024**

**Statutory**

## **Rationale**

This policy sets out the procedures the school follows, in the event of a complaint and is in line with DfE guidance January 2021

## **Aims**

Our school aims to meet its statutory obligations when responding to complaints from parents of pupils at the school, and others.

When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat complainants with respect and courtesy
- Make sure that any decisions we make are lawful, rational, reasonable, fair and proportionate, in line with the principles of administrative law
- Keep complainants informed of the progress of the complaints process
- Consider how the complaint can feed into school improvement evaluation processes

Throughout the process, we will be sensitive to the needs of all parties involved, and make any reasonable adjustments needed to accommodate individuals.

## **Who can make a complaint?**

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may raise a concern or make a complaint to Regents Park Community College about any provision of facilities or services that we provide. Unless these are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this procedure.

## **The difference between a concern and a complaint**

A concern may be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought*'.

A complaint may be defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Regents Park Community College takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

## **How to raise a concern or make a complaint**

A concern or complaint can be made in person, in writing by letter, email or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

## **Procedure:**

Initial concerns should be raised with the Headteacher's PA who will pass the concern to the appropriate person in the first instance. If the issue remains

unresolved, this would be escalated to the Leadership Team line manager linked to the area of concern.

Our aim is that the matter should be investigated and resolved by this point. However, if the complaint remains unresolved, then complainant should contact the Headteacher by telephone or in writing.

In the event that the issue has still not been resolved to their satisfaction, then the complainant should contact the Chair of Governors via the Clerk to the Governing Body who will review the matter with the Headteacher and endeavour to resolve the issue.

If the matter is not resolved at this point, the complainant should request, in writing, a review of the decision by a panel of Governors. The panel should meet within 15 working days of the Chair of Governors receiving a written request. The results of this investigation will be conveyed to all parties in writing.

Further advice can be found at [www.gov.uk](http://www.gov.uk) (school complaints procedure: guidance for schools) or complain about a school.

If you wish to make contact with the school, please use the flowchart below to direct your communication to the right person. Please direct your email in the first instance to: [complaints@regentspark.southampton.sch.uk](mailto:complaints@regentspark.southampton.sch.uk)

<b>STAGE 1</b>				
<b>Nature of communication/concern/complaint</b>				
<b>A Pastoral concern</b>	<b>A Curriculum concern</b>	<b>Staffing complaint</b>	<b>Operational or communication concern</b>	<b>Complaint against the Headteacher</b>
<b>Contact Tutor</b>	<b>Class teacher</b>	<b>Curriculum or Subject Lead, Department Line Manager</b>	<b>School Business Manager</b>	<b>Governor</b>
				
<b>Head of Year</b>	<b>Curriculum or Subject Lead</b>	<b>LT Line Manager</b>	<b>STAGE 2 (Headteacher)</b>	<b>STAGE 2 Chair of Governors</b>
				
<b>LT Link to Year Group</b>	<b>LT Line Manager</b>	<b>STAGE 2 (Headteacher)</b>		

	
<b>STAGE 2 (Headteacher)</b>	<b>STAGE 2 (Headteacher)</b>

<b>Governing Body</b>	
<b>Mr D Davenport</b>	<b>Chair of Governors</b>
Contact via Natalie Miller (Clerk to the Governing Body) <a href="mailto:clerk@regentspark.southampton.sch.uk">clerk@regentspark.southampton.sch.uk</a>	

## Complaint Form

Please use this format either in a letter or email and return to:  
[complaints@regentspark.southampton.sch.uk](mailto:complaints@regentspark.southampton.sch.uk) or Clerk to Governors  
[clerk@regentspark.southampton.sch.uk](mailto:clerk@regentspark.southampton.sch.uk), who will acknowledge receipt and explain  
 what action will be taken.

<b>Your Name:</b>
<b>Student's Name (if relevant):</b>
<b>Your relationship to the student (if relevant):</b>
<b>Address</b>
<b>Postcode</b>
<b>Daytime Telephone Number:</b>
<b>Evening Telephone Number:</b>
<b>Please give details of your complaint, including whether you have spoken to anybody at the school about this matter.</b>

