



TORQUAY BOYS' GRAMMAR SCHOOL

Complaints Policy

Reviewed and Ratified by Full Governing Body – May 2022

Torquay Boys' Grammar School is committed to safeguarding and promoting the welfare of students and young people in its care

Rationale

Complaints against schools can take many forms. They may be to do with the policies of the Governing Body, actions of school staff, or other matters. Whatever the nature of the complaint it should be dealt with in a clear, precise and straightforward way.

Torquay Boys' Grammar School (TBGS) has this published procedure to show how complaints will be dealt with. We seek to ensure that complainants are able to express their concerns in an open and honest way.

Purpose

Our complaints procedure aims to:

- encourage resolution of problems by informal means wherever possible;
- be simple to understand and to use;
- allow the procedure to be handled swiftly, within the published time limits and ensure a full and fair investigation;
- address the key points at issue and provide an effective response.

Scope

This policy covers all complaints made by individuals who make contact directly with TBGS, for any of its services.

Responsibilities

All TBGS colleagues should be aware that complaints need to be dealt with efficiently and correctly. A line manager needs to be informed if a complaint is made (orally, or in writing), that a colleague feels they will need assistance with. TBGS staff will assist in any investigation, as appropriate.

The Headteacher will usually be the appropriate person to investigate formal complaints about TBGS employees, though another member of Senior Management may also perform this function.

The Chair of Governors will deal with complaints about the Headteacher and any appeals from complaints made about TBGS employees when these have not been resolved by the Headteacher or member of Senior Management.



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Procedure

Informal:

- Complainants are encouraged to contact the school as soon as they have a concern. At this stage the concern will be dealt with by the most appropriate member of staff so that the matter can be dealt with quickly and efficiently.
- Once we are aware of a problem we will investigate the matter and aim to deal with it within five working days.

Formal:

- If the informal procedure does not lead to a satisfactory conclusion complainants may make a formal complaint to the Headteacher in writing. This should be done within ten working days of the informal response being received.
- The Headteacher will acknowledge receipt of the complaint within three working days.
- The matter will be investigated thoroughly and the Headteacher will send a written response within ten working days of acknowledging receipt of the complaint.
- If it is appropriate a meeting will be arranged for the matter to be discussed. The complainant may be accompanied by a friend or representative.
- All parties should be provided with copies of any papers that may be referred to in the meeting at least 48 hours before the meeting.
- A written record of the meeting, including any conclusions reached, will be provided for all parties within five working days of the meeting.

Appeal:

- If the two stages above fail to resolve the issue the complainant has the right of appeal to the Governing Body.
- In the first instance the complainant should write to the Chair of Governors at the school giving the reasons for their appeal.
- This should be done within ten working days of the formal response being received. The Chair of Governors will acknowledge receipt of the appeal within three working days and convene a meeting of governors to consider the appeal.
- This would normally take place within twenty working days of the appeal being made.
- The Chair of Governors will invite all interested parties to the meeting and all relevant paperwork must be submitted at least five working days in advance of the meeting.
- The complainant may bring a friend or representative to the meeting.
- Following the meeting and within five working days the Chair of Governors will write to the complainant with the outcome of the appeal.
- The Governors' decision is final and no further appeal to the Governing Body is available.



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'TBGS's commitment to equality and diversity means that this policy has been screened in relation to the use of gender-neutral language, jargon-free plain English, recognition of the needs of people with a disability, promotion of the positive duty in relation to race and disability and avoidance of stereotypes.'

'This document is available in alternative formats on request.'