

# Gladesmore Community School



## COMPLAINTS PROCEDURE

**[OP9]**

Last updated : February 2018	Review : every 3 years	
Governing Body :		
Status : Statutory	Index : Operational	Website : N

**COMPLAINTS PROCEDURE [OP9]**

**If you have a concern or complaint** we would like you to tell us about it. It is helpful if you can tell us about the issue as soon as possible. We also invite suggestions to help improve our work at the school.

**Informal Steps**

Most concerns and complaints may be sorted out by sending in a note or by speaking with an appropriate member of staff. The Office Staff can advise you who this is. Members of staff such as the Head of Year, Learning Mentor, or a member of the Senior Leadership Team will primarily deal with matters that arise. We can also refer matters to the Safer Schools Police Officer linked with the school.

If you have a complaint which you feel should be looked at by a member of the Senior Leadership Team or that should be brought to the attention of the Associate Headteacher or Chief Executive you can write to them or telephone the school. Sometimes, it is best to discuss the problem face to face. You will need to make an appointment to do this.

Staff will make every effort to resolve the problem informally. They will attempt to understand what you feel went wrong. They will aim to appropriately address the concern. Of course, this does not mean that in every case they will agree with your point of view but it will help both you and the school to understand both sides of the matter. Staff will deal with issues aiming to be balanced, fair and reasonable.

**Formal Steps**

If you are dissatisfied with the school's initial response and want to take it further, or wish to make a formal complaint, this should be made in writing to the Chief Executive. The school may wish to meet with you to discuss the problem further to gain a sound understanding of the issue. You may be accompanied by a friend or interpreter if you wish.

**Special Circumstances**

In exceptional cases, after following the above steps, you are still not satisfied that the concern or complaint has been thoroughly attended to you may wish to refer the matter to the Chair of the Governing Body. The issue(s) will then be considered by the Chair of Governors who will decide the most appropriate course of action to deal with the complaint.

This complaints procedure is in line with Haringey Council procedures. In rare cases it may be appropriate for the problem to be considered by panel of governors or involve Haringey Local Education Authority.

