

## Ysgol Ty Coch Special School

### Quick Read - Complaints Procedure

#### **1. Have you asked us yet?**

- 1.1 As a school we (the Headteacher, staff and governors) hope that most (if not all) concerns/complaints can be settled quickly, without the need to use a formal procedure. This may be achieved by first speaking to the relevant person at the school. So, as a first step we ask that for issues relating to:
- **a class situation - you speak to the class teacher.**
  - **the school site - you speak to the Headteacher.**
  - **a member of staff - you speak to the Headteacher.**
  - **the Headteacher - you speak to the Chairperson of the schools governing body – contact details given later in the document.**
- 1.2 If you are approaching us with a concern or complaint, for the first time, please allow us a chance to respond. If you are not happy with the response then you may make a formal complaint using the school's Complaints Procedure Policy.

#### **2. When to use this policy**

- 2.1 When you have raised a concern or made a complaint (as described above) but feel that you have not had a satisfactory answer, please contact the school and ask for a copy of the Complaints Procedure Policy. You can also see it on the school's website.
- 2.2 This policy explains how to make a complaint about the school and/or a member of staff of the school or a governor.
- 2.3 Anyone who feels that they have a complaint to make should read this document **before taking any action**. The steps laid out in the document must be followed so that all parties have the opportunity to put their point forward.
- 2.4 The person making the complaint may ask for assistance if they feel they need help in following this procedure. Details of where to get help are given on page 5 of the document.
- 2.5 We understand that your concern/complaint is important to you, we will consider all your concerns and complaints in an unbiased, open and fair way. We believe that all complainants have a right to be heard, understood and respected. We will listen to what you have to say and investigate your concern as quickly as possible. We will make every effort to protect confidential information.
- 2.6 School staff and governors have the same rights. We expect you to be polite and courteous in all your dealings with the school including when you are making a complaint.

#### **3. Complaint**

- 3.1 Our definition of a complaint is:

'An expression of dissatisfaction in relation to the school, a governor or a member of its staff that requires a response from the school.'

The response to the concern/complaint may be made by a member of staff or, the Headteacher or, a committee of the governing body as appropriate. For further information please see the flowchart at the back of this document.