

When do these steps apply?

This document **does not** apply to complaints about:

- Student admissions
- Student exclusions
- Education Health Care Plans
- Disciplinary issues relating to members of staff

Each of these follows its own process of complaints and appeals which are outlined in their relevant policies.

If there is an allegation or concern about physical or sexual misconduct towards a child, or there is a belief that a child may be at risk of serious harm, the school will immediately refer the case to child protection and welfare services. If it is decided that there is cause for an official investigation, the decisions by these authorities will supersede those made by the school as outlined in this document.

Where the complaint relates to a safeguarding referral made by a member of staff at the school, any consideration of that complaint by the school will be limited to a review of the reasonableness of the decision to make the referral in light of the evidence available to the member of staff at that time and in light of the school's safeguarding policies.

For more information on our school's provision for protecting our students, read our safeguarding and child protection policy, and the whistleblowing policy (both available to view on the policies section of our website).

Anonymous complaints will not be examined under this document.

Always remember it is in the best interests of everyone to get any complaint resolved as quickly as possible.

KEY CONTACTS

HEADTEACHER

Ms K Tonkin

CHAIR OF TRUSTEES

Mrs L Darke

CLERK TO TRUSTEES

TrusteeClerk@bishopfoxs.co.uk

Bishop Fox's School

Bishop Fox Drive

TA1 3HQ

01823 289211

headteacherpa@bishopfoxs.co.uk

www.bishopfoxs.co.uk



Bishop Fox's School

Complaints Procedure

A QUICK GUIDE

Our complaints procedure is there to support you in contacting us to identify when things have gone wrong so that we can work together to provide the best possible education and support for all of our students.

This means having a clear, fair, and efficient procedure for dealing with any complaints, so that any issues that do arise can be dealt with as swiftly and effectively as possible.

The complaints table explained: The table laid out over the next two pages explains how complaints should be made and how concerns can be escalated if the complainant feels that their problem has not been correctly addressed.

This table is intended to make the complaint process easy to understand and ensure that complaints are made to the correct person, in the correct way at the correct time.

Further Information:

For further information please consult our complaints policy on our website. You will find this on the Policies page under our 'About Us' tab.

www.bishopfoxs.co.uk

STAGE	Type of Complaint	Rationale	Who should this complaint be made to?	How should this be made?	What outcome can you expect?
1	Initial Concern	There is an issue, concern or query that you would like to make the school aware of. You are hoping to receive further information from the school to clarify this "initial concern" to help determine if any further action is required by either you or the school.	Initial concerns should be directed to your child's tutor.	School email: headteacherpa@bishopfoxs.co.uk or in person, over the phone (01823 289211) or in writing.	The tutor will speak to the relevant member of staff or students involved and reply to you within 48 hours. At this point it might be explained that further time is needed to gather the information required to fully answer your concern but the tutor will be in contact with you again within a further 5 school days to confirm the outcome of your concern.
2	Informal Complaint	You are concerned about an incident, school process or are dissatisfied with the outcome of an "initial concern" that you raised with the school. You are hoping to work with the school to find a suitable solution to the complaint you have raised.	If the complaint is relating to a child or their education make the complaint to their Head of Year, Head of Subject or SENCO. If the complaint is about a member of staff then it should be made to the Headteacher. If the complaint is about the Headteacher then it should be made to the Chair of the Board of Trustees. If the complaint is about a Trustee then it should be made to the Clerk to Trustees.	School email: headteacherpa@bishopfoxs.co.uk or in person, over the phone (01823 289211) or in writing.	There may be a request for an informal meeting to gather more information about the complaint. We will work with you to find a solution and some agreed next steps within 10 school days. Any complaints referred to the wrong person will be passed back to the appropriate member of staff.
3	Formal Complaint Part 1	You have made an informal complaint and are dissatisfied with the outcome.	If you are dissatisfied with the outcome you have received from speaking to a member of staff then please make a formal complaint to the Headteachers PA. If your complaint is about the Headteacher please move on to Stage 4.	In writing, preferably using (or with reference to) the School's Complaint's policy on our website, FAO Headteachers PA.	You will receive written receipt of your complaint within 5 school days. The Headteacher may appoint an investigator who may call you in for a meeting to further discuss the complaint. You will be notified of the outcome of the investigation within 1 month of the complaint.
4	Formal Complaint Part 2	You have made a formal complaint and are dissatisfied with the outcome.	If, having spoken to the Headteacher, you are dissatisfied with the outcome of your complaint or your complaint is about the Headteacher, you may lodge your complaint with the Chair of Trustees. Please do this by contacting the Headteachers PA.	In writing, preferably using (or with reference to) the School's Complaint's policy on our website, FAO Headteachers PA.	You will receive written receipt of your complaint within 5 school days. The Chair of Trustees may appoint an investigator who may call you in for a meeting to further discuss the complaint. You will be notified of the outcome of the investigation within 15 days of the complaint.
5	Review Panel - Formal Complaint Part 3	You have completed Stage 1 and Stage 2 of the formal complaints procedure and are still dissatisfied with the outcome.	If you are not satisfied with the outcomes of stages 1, 2, 3 or 4 you can request a review panel.	In writing to the Clerk to Trustees.	You will receive written receipt of your complaint within 5 school days. The review panel (up to three Trustees) will meet within 10 days of your request. You will be notified of the outcome of the investigation within 10 days of the panel.
6	Further Action	Following Stage 3 of the formal complaints procedure, you are still unhappy with the outcome.	The appeal panel's decision is final. If you are still unhappy with the outcome or process then you can complain to the Secretary of State.	Complaints can be submitted online at: www.gov.uk/complain-about-school	