

Thrive Federation

Federation of Special Schools comprising Oak Grove College, Cornfield, Herons Dale and Palatine Schools



Complaints Policy

(General: Other than Parents and Pupils)

The Governing Body has adopted the WSCC Model Policy

Policy Created and Adopted: 18.01.18

Reviewed: 07.05.20

Review Due: May 2021

Signed by Chair:

Date: 07.05.20

Status: Statutory, pursuant to Chapter 1 of Part 3 of the Education Act 2002, Chapter 2 of Part 10 of the Apprenticeships, Skills, Children and Learning Act 2009, and the Complaints Against Schools (England) Regulations 2010.

Purpose: This Complaints Policy applies to any complaint relating to the school or the provision of facilities or services not covered under the Complaints Policy (Parents and Pupils), or any other prescribed right of appeal. The school and Governors aim to deal with all complaints openly, fairly, promptly and without prejudice.

Relationship with other policies: This Complaints Policy should be read in conjunction with the policy on Complaints (Parents and Pupils) and all other school policies in force at the relevant time.

Roles and responsibilities: The School Business Manager should deal with all complaints not covered by the Complaints Policy (Parents and Pupils). If the School Business Manager is unable to resolve the complaint, it will pass to the Headteacher. If the Headteacher is unable to resolve the complaint it will pass to the Chair of Governors. The final stage in the process is for the Governing Body to investigate the complaint. The Chair of Governors and/or the Governing Body will deal with complaints about the Headteacher. Please see the separate procedure for dealing with complaints available from the school.

Arrangements for monitoring and evaluation: This policy and the associated procedures will be reviewed by the Governing Body on an annual basis.