



# Complaints Policy – Falmouth MAT

Version 1.0

Committee Author: Policy Committee

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## **Meeting your communication needs:**

We want to ensure that your needs are met, if you would like this information in Braille, large print, any other format or interpreted in a language other than English, please contact the main school office, telephone: 01326 313607 or email: [enquiries@king-charles.cornwall.sch.uk](mailto:enquiries@king-charles.cornwall.sch.uk)

## **INTRODUCTION**

This policy is intended to provide a framework within which a complaint about the way in which Falmouth MAT has undertaken its duties to students can be discussed and resolved.

## **POLICY**

To seek to resolve complaints in a prompt, reasonable and objective way, taking into account the interests of individual students and wider school community interests.

## **PROCEDURE**

### **Informal.**

- Any complaint about the way in which a Falmouth MAT school has undertaken its duties should first be raised informally with the teacher or other officer involved and having responsibility for the matter.
- The teacher or other officer involved and having responsibility for the matter will meet the complainant promptly with a view to resolving the complaint.
- The outcome will be oral but recorded in the event of any further complaint or appeal.

### **Formal**

- If the complainant does not accept the oral outcome, a formal complaint may be made.
- The complaint must be in writing, setting out full details of the facts and matters concerned in a form sufficient to enable those facts and matters to be independently identified, verified and investigated, and setting out the desired outcome.
- The complaint must be addressed to the School Complaints Officer (SCO).
- The SCO will promptly undertake an investigation and seek such additional evidence and information, as s/he deems reasonably necessary to enable him/her to resolve the complaint. Such additional evidence and information may be obtained from all those concerned in or affected by the complaint, including the complainant.
- The outcome determined by the SCO will be recorded in writing and sent to the complainant.

### **Appeal**

- If the complainant does not accept the SCO outcome, s/he may appeal to the Governors.
- The appeal must be in writing and set out the reasons, by reference to the outcome, why that outcome is not accepted.
- A panel of 2 Governors and 1 Governor independent of the management and running of the school will promptly consider the outcome, attendant papers and the appeal and determine the appeal in writing. The determination of the appeal panel is final.
- The complainant has the right to attend and be represented at the appeal panel meeting.



**NOTE**

*Any complaint that reveals a child protection issue or relates to a child with special educational needs must be dealt with through appropriate channels affecting those issues.*