

# 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

Policy Adopted

28/4/2018

Review Date

Signed by Chair

*Q. P. N.*

**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 **Business Manager** of the school concerned should deal with all complaints not covered by the Complaints Policy (Parents and Pupils). If the 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 Governing Body. 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.