

THE CHILDREN'S HOSPITAL SCHOOL



Complaints Policy

The Governing Body of the Children's Hospital School at GOSH & UCH			
Review Frequency	3 Years	Review date	2021
Other reviews	Nov 2018 JF		
Governing Committee Responsible	FGB		
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Staff Responsible	Jayne Franklin/J Hinks	Date Produced	2016

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This policy sets out the school's procedures for dealing with complaints as required by section 29 of the Education Act 2002.

Aims

- To be fair, open and honest when dealing with any complaint
- To resolve a complaint wherever possible through dialogue and mutual understanding.
- To deal with concerns/complaints in a timely and thorough manner

Complaints Process

All concerns/complaints should be raised with the school as soon as possible, so that the key facts can be substantiated more easily. Concerns/complaints should be raised within 3 months of the event.

Stage 1

In the first instance you should discuss your concern informally with the relevant member of staff. Most minor concerns will be resolved quickly and effectively at this stage. The member of staff will, however, ensure that the Head Teacher's complaints log is updated with the details for monitoring purposes.

Stage 2

If you feel that the situation has not been resolved or that your concern is of a sufficiently serious nature you should make an appointment to discuss it with the Headteacher. If you are unable to attend a meeting with the Headteacher then your complaint to the Headteacher could also be made in writing or by phone. Following the meeting and any necessary further investigations the Headteacher will reply to you in writing with all the appropriate information in relation to the complaint and information on any outcome.

Most complaints will be resolved by this stage.

Stage 3

If the situation is still unresolved and you wish to take matters further, depending on the details of the case, you can either:

- a) pursue the matter through **GOSH's PALS department** (Patients Advice and Liaison Service).

Please click on the link to the PALS Complaints Policy for full details of the procedures to be followed.

or

- b) make a formal complaint to the Chair of Governors. You should provide full details of the nature of the complaint and how it has been handled to date.

Please address your letter to:

Private and Confidential
Chair of Governors
c/o Clerk to the Governing Body
The Children's Hospital School at GOSH & UCH
Great Ormond Street NHS Trust
London
WC1N 3JH

If you have a complaint about the Head Teacher you should contact the Chair of Governors as outlined in b) above. The Chair will endeavour to resolve the issue through dialogue with the school but if you are not happy with the outcome you can make a formal complaint as outlined below.

Formal Complaints to the Governing Body

The Governors will first ensure that the earlier stages of the complaints procedure have been exhausted. Complaints still unresolved after Stage 2 should usually be made in writing and sent **within 10 working days of receiving the Head Teacher's written response**.

A Governors' Complaints Panel consisting of 3 governors will be convened and a meeting will be arranged with enough notice period given so that everyone can attend. At least five school days' notice will be given of the meeting.

At this meeting the issues round the complaint can be discussed and everyone involved will be invited to put forward their case.

After hearing all the evidence, the governors will decide on a course of action and inform the complainant and the Head Teacher in writing of the outcome **within a maximum of 15 school days from the date of the panel meeting**.

This may be to the effect that:

- There is insufficient evidence to reach a conclusion so the complaint cannot be upheld.
- The complaint is not substantiated by the evidence.
- The complaint is substantiated in part or in full. Some details may then be given of action the school may be taking to rectify the situation or to review procedures to prevent a recurrence.

The matter has been fully investigated and that appropriate procedures are being followed, which are strictly confidential under the Data Protection Act (e.g. where staff disciplinary procedures are being followed).

Further action

If you consider that the Governing Body has not acted properly in carrying out its investigation into your complaint you have the right to complain to the Local Authority (LA) as it has a responsibility to ensure that Governing Bodies act properly. The LA does not have the power to instruct the Governing Body to reverse its decision but will want to satisfy itself that the Governing Body has conducted the investigation fairly.

In the unlikely event that you will need to complain to the LA about the Governing Body's handling of the complaint please write to:

London Borough of Camden
Schools Complaints Advice
Town Hall
Judd Street
London
WC1H 9JE

email: school.complaints@camden.gov.uk
tel: 020 7974 2850

If, after the completion of the school's complaints procedures, you remain dissatisfied you have the right to refer your complaint to the Secretary of State for Education. The Secretary of State has a duty to consider all complaints raised but will only intervene where the governing body has acted unlawfully or unreasonably and where it is expedient or practical to do so.

The School Complaints Unit (SCU) considers complaints relating to Local Authority maintained schools in England on behalf of the Secretary of State. Further information can be obtained from the SCU by calling the National Helpline on 0370 000 2288 or going online at: www.education.gov.uk/help/contactus or by writing to:

Department of Education
School Complaints Unit
2nd Floor, Piccadilly Gate
Store Street
Manchester
M1 2WD

Monitoring and Review Procedures

The Governors monitor the complaints procedure to ensure that all complaints are handled properly. The Head Teacher logs all complaints received by the school and records how and at what stage they were resolved.

As per the Data Protection Acts 1988 and 2018 the details of complaints and their resolution will not be shared beyond those individuals directly involved.

Review of Policy

This policy will be reviewed every 3 years.

Appendix A

Complaints not in scope of the procedure

Exceptions	Who to contact
Statutory assessments of Special Educational Needs Matters likely to require a Child Protection Inquiry	Concerns should be raised directly with Local Authorities
Exclusion of children from school	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions
Whistleblowing	The school has an internal whistleblowing policy for its employees and voluntary staff.
Staff grievances and disciplinary procedures	The school has its own internal grievance and disciplinary procedures.

