

CARDIFF HIGH SCHOOL



Complaints Procedure

Policy 1.3

CARDIFF HIGH SCHOOL

COMPLAINTS PROCEDURE (Curriculum and Religious Worship)

Aim

This policy explains how parents may conduct complaints about curriculum and collective worship issues under the terms of section 23 of the Education Reform Act 1988. The aim is to enable an early and satisfactory resolution of any complaints.

Procedures

1. A formal complaint should come before the Governing Body only after discussions with appropriate staff of the school, as described in points 1 – 4 of the Complaints Procedure (General) Policy, have failed to resolve the matter.
2. In accordance with the County Council of the City and County of Cardiff Complaints Procedure, the formal complaint will have been set out in writing and submitted to the Chief Schools' Officer. Before bringing it to the notice of the Governing Body, he will have checked that it comes within the scope of Section 23 arrangements; that an attempt has been made to resolve it informally; that it falls to the Governing Body to consider at this stage rather than the LEA; and he will have assessed whether it should be considered an urgent case. (The Governing Body will be advised of the outcome of this assessment).
3. When the Governing Body receives notification of a formal complaint from the Chief Schools' Officer (either directly or through the Clerk to the Governors) arrangements shall be made by the School for a panel consisting of not less than two and not more than four Governors appointed by the Governing Body, and of the Headteacher, to meet to consider the complaint.
4. In accordance with the County Council of the City and County of Cardiff Complaints Procedure and as required by the National Assembly, the complainant shall be given the opportunity if he so wishes to make an oral presentation to the Governor's Panel for the purpose of bringing out more fully the nature and detail of the complaint so as to enable the investigation to proceed. The purpose is not to enable a response to the complaint to be made at that meeting.
5. At any interview in connection with the complaint the complainant may be accompanied, if desired, by a friend, representative and/or interpreter.

6. The Governors' Panel shall instigate such investigation of the complaint as it considers necessary to enable it to reach its conclusion on the matter(s) complained of. Depending on the nature of the complaint it may be clear that the investigation will take some time and if so, the complainant should be informed that this is so.

7. It will be open to the Governors' Panel to seek advice and information from appropriate Officers of the LEA at any stage of its investigation.

8. When the complaint has been fully investigated and considered the Governors' Panel shall produce a brief report of its investigations and findings, including a statement of the conclusion, the reasons for it, and any action taken or proposed to be taken, including details of any request made to those complained against to take particular actions to resolve the complaint and the further recourse available to the complainant if appropriate. A copy of this report shall be sent to the complainant as written notification of the outcome of his/her complaint, and a copy should also be forwarded to the Chief Schools' Officer for his information. The full Governing Body should also receive the report for information at its next regular meeting. Written notification to the complainant of the findings of the Governors' Panel brings the complaint to the Governing Body to a conclusion.