



# **Complaints Procedure Policy**

**Policy updated: June 2024**

**Policy to be reviewed: June 2026**

## 1 Complaints Procedure Policy

- i. Any complaint regarding procedure and practice or the actions or decisions of individuals within Compass School should be addressed initially to the Deputy Headteacher. If further action is required then the Headteacher and finally the Management Committee will also be informed.

## 2 The procedures for complaints are as follows:

- i. Details may be put verbally to the Deputy Headteacher in the first instance;
- ii. If the matter is not reconciled, then the matter should be put in writing, to the Headteacher, stating the nature of the complaint and any action taken;
- iii. The Headteacher should respond in writing within a week and an interview with the Headteacher should take place within two weeks of the receipt of the complaint. The issue may be resolved at this point;
- iv. If not resolved at that point, a meeting will be called which should be attended by not less than two members of the Management Committee and those members of staff, pupil, parent/carer and any others directly involved in the complaint. The Chair will write and confirm all details of the meeting to all who need to be involved and notify them of the rights of the complainant to be accompanied by a friend and the right to submit further written evidence;
- v. After the meeting a decision in writing will be made within 15 days;
- vi. Any information relating to complaint incidents should be verified by more than one individual. In the case of any sexual, physical or verbal harassment, all complaints will be appraised on the information of one individual if appropriate;
- vii. Complaints implying breaches of professional conduct will be investigated via the Local Authority disciplinary process.

Note: The Exam Appeals procedure is explained in The Compass School Exam Policy, and is as follows:

- i. In the first instance any appeals or complaints should be made verbally to the Examinations Officer or Deputy Headteacher;
- ii. The matter will be investigated and results or actions will be fed back to the complainant;
- iii. If the appeal cannot be resolved at this stage then they should be made in writing to the Headteacher, who will investigate them according to the QCA guidelines.