

# Wadebridge School

## Complaints Policy and Procedure

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### Guidance on Complaints Regarding Staff

### Appendix 2

A member of staff, who is the subject of the complaint, would normally be advised of the situation immediately. However, if the complaint involves a child protection issue, child protection arrangements will come into force involving Social Services and Police.

The following procedure will be followed to investigate complaints about the conduct of members of staff.

I. If, at any time during the investigation, there is a prima facie case for disciplinary action, the School's disciplinary procedure must be followed and no further action taken under the complaints procedure. This also applies where child protection procedures are being followed.

II. It may be advisable to meet with the complainant, before the investigation, in order to clarify the precise nature of the complaint and to discuss ways in which the matter might be resolved.

III. If a formal investigation is required, then the School will adhere to the following principles:-

- a) If a member of staff is the subject of a complaint, he/she will be given a copy and advised to contact their trade union or professional association for advice and support.
- b) The member of staff will be advised that a 'friend' or trades union representative may accompany him/her at any subsequent interview or hearing.
- c) The complaint will be treated as an allegation only, during the investigation stage.
- d) The Head teacher will invite all parties, (including witnesses), to provide written statements as part of the investigation.

### Additional guidance on Formal Complaints about the Head teacher or a Governor

Formal complaints about a Headteacher or a Governor will be referred directly to the Chair of Governors (or Vice Chair if complaint is about the Chair). The Chair of Governors should acknowledge the written complaint in writing within 10 school days. The letter may include brief details of the terms of the investigation and the role of the governors in resolving the complaint.

Depending on the nature of the complaint, the Chair of Governors may need to interview the Headteacher / Governor and obtain witness statements. Once the Chair has completed the investigation, a written response will need to be sent to the complainant outlining briefly the results of the investigation and the course of action taken by the chair of governors. The letter should also indicate the next stage in the process if the complainant remains unhappy with the outcome.