

Bannerman High Parent Council

COMPLAINTS POLICY AND PROCEDURE

This complaints procedure sets out the process for making a complaint about conduct, services or information provided by Bannerman High Parent Council or Parent Teacher Association (PTA). It includes a procedure, record form and flowchart with information on record keeping. The designated complaints person is normally the Chair, it is their responsibility to keep an accurate record of complaints in the Complaints Register.

Stage 1 – Informal complaints

It is expected most complaints will be resolved by the designated person who responds to the email.

Once a discussion has taken place regarding appropriate action/resolution between the complainant and the designated person, the action/resolution will be carried out.

The complainant will be informed of the action taken within seven working days. If they are dissatisfied with the outcome, they should be invited to make a formal complaint (which must be in writing and must state that it is a formal complaint).

The informal complaint should be added to the Complaints Register and progress should be reported at subsequent Parent Council/PTA meetings until the matter is fully resolved. Confidentiality must be maintained at all times and individuals must not be named/identified.

If the complaint is about the actions of the designated person, this should be handled by another member of the Committee/PTA as appropriate, bearing in mind people should not investigate complaints about themselves.

If the complainant is not satisfied, they should submit a formal complaint (Stage 2).

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Stage 2 – Formal complaints

1. *Provide copy of the complaints procedure*

If a parent/carer wishes to make a formal complaint, they will be given a copy of this complaints procedure and asked to put the complaint in writing to the designated person. The complaint should state that it is a formal complaint. Once received, the formal complaint will be added to the Complaints Register and progress should be reported at subsequent Parent Council/PTA meetings until the matter is fully resolved. Confidentiality and protecting the individuals' rights to fairness, privacy and data protection must be maintained at all times.

2. *Acknowledge complaint*

The complaint will be acknowledged in writing by the designated person within 7 working days of receipt.

3. *Investigate complaint*

The designated person will then fully investigate the complaint and ask for perspectives from all concerned. This information will be held securely, notes will be agreed as accurate by all parties and confidentiality will be maintained at all times.

The designated person will then report to the Parent Council/PTA Committee who will consider the complaint and reach a decision on the complaint.

A written response will be given to the complainant within 21 days of receipt of the written complaint. At this stage the complainant will be advised of the decision by the designated person and the next stage of the procedure. If the complainant is not satisfied with the decision, the next stage is to proceed to mediation.

4. *Mediation*

If the complainant is not satisfied with the decision of the Parent Council/PTA Committee, they may ask the Chair or the designated person to refer the decision to an external mediator.

The request for this referral should be acknowledged in writing by the designated person within seven (7) working days of receipt.

The mediator will be chosen and appointed by the Parent Council/PTA Committee who will select an individual with relevant experience. The mediator has no legal powers but can help to clarify the situation and suggest further ways to resolve the problem. The mediator will hold a maximum of ONE meeting *unless* ALL parties involved agree that further meetings would be beneficial. This mediator might be the head teacher, a delegated member of the senior management team, a local authority involvement officer or other suitable person. The complainant can bring a supporter to the meeting if they wish to. Notes should be taken and agreed by all parties as accurate.

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5. Appeal

If the complainant is still dissatisfied with the decision, and the mediation has not resolved the issue, they may ask the Parent Council/PTA Committee to review the decision at their next meeting. This decision will be final.

Record Keeping

At all stages of the complaints procedure, a written record will be kept. All personal information will be kept confidential and secure (locked away or scanned and held securely, original destroyed securely), and only authorised members of the Parent Council/PTA Committee will have access to the record.

A register of complaints will be kept which will detail:

- the date and form of complaint (i.e. oral or written)
- the name of the person making the complaint
- a brief description of the nature of the complaint
- a note of any action taken as a result of the complaint and the date when taken.

All formal complaints will be recorded and remain on for a period of not less than two years. All Parent Council/PTA Committee members will have a working knowledge of this policy. It will be shared and made available to the Parent Forum and others with whom the parent group works (community partners, the school etc).











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A Stage 1 informal complaint may be made in person, by phone, by email or in writing. Most complaints can be resolved at Stage 1. If this is not possible, then move to Stage 2. Please refer to the Complaints Procedure.

A Stage 2 complaint must be made in writing/by email to the designated person.

Complainants can go straight to Stage 2.

Stage 1 Informal Complaint		Stage 2 Complaint/Investigation
		
Always try to resolve the complaint quickly and to the complainant's satisfaction wherever possible		Investigate when the complainant is still dissatisfied after communication of decision at Stage 1
		
Consult with office bearers and other PC members as appropriate and provide a decision on the complaint within seven working days		Send acknowledgement of complainant within seven working days
		
Is the complainant satisfied with the decision?		Provide the decision as soon as possible, but within 20 working days, unless there is a clear reason for extending this timescale which should be explained to the complainant
		
Yes	No – send a copy of the complaints procedure to complainant	Communicate the decision in writing and advise the complainant on options of mediation appeal
		
Complaint closed and outcome recorded, notes kept on file for 2 years		Complaint closed and outcome recorded, notes kept on file for 2 years

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Date of complaint	
Person to whom complaint made	
Type of complaint (delete as appropriate)	<i>Informal / Formal</i> <i>Written / Oral</i>
Name of person making complaint	
Contact details of person making complaint	
Brief description of nature of complaint	
Note of any actions taken as a result, with dates	
Signed	
Position	

