

CANONS HIGH SCHOOL

COMPLAINTS POLICY

This policy follows DCSF Guidance (School Complaints Procedure 2003) and should be used in conjunction with the Complaints about Schools guidance, issued by Harrow Council.

Introduction

If you have a comment, concern or complaint we would like to know as soon as possible. We always welcome suggestions for improving our work and maintaining our standards. Most issues raised by parents, the community or pupils, are concerns rather than complaints. Canons High School is committed to taking concerns seriously and resolving them, at the earliest stage.

Complaints procedure

What to do first

Most concerns and complaints can be sorted out quickly by contacting your child's Form Tutor or Subject Teacher depending on the nature of the concern. All staff will make every effort to resolve your concern informally.

Concerns raised by suppliers of goods and services can be directed to Mrs Misha'al Nasser (School Business Manager) – telephone 020 8951 5780

We will respond to all complaints within 3 working days of receipt of the complaint, while the matter is being investigated. We aim to resolve the matter within 5 working days if at all possible. The complainant will be informed of the outcome of the investigation.

What to do next

If you are dissatisfied with the response or you have a very serious concern you can make a formal complaint to the Headteacher. You will receive an acknowledgement within 48 hours, whilst the matter is investigated. The Headteacher will inform the complainant of the outcome of the investigation within 10 working days.

If you are still unhappy

We will do all that we can to resolve the matter straight away but if you are not entirely satisfied you may make a formal complaint to the Chair of Governors by writing to her at the school. Governors will convene a meeting to discuss the matter within 10 working days and you will be provided with a response within 5 days of the meeting.

Further action

If the decision from the Governing Body is felt to be unsatisfactory, you may contact the Local Authority or, following that, the Secretary of State for Education at the DCSF

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