

**Possible paperwork to be used in conjunction to complaints procedures**

Appendices summary

**Title of Appendices**

**Appendix No**

Appendix 1	Meeting Request Form
Appendix 2	Stage 1 - Complaint Form
Appendix 3	Stage 2 - Complaint Form
Appendix 4	Stage 3 - Complaint Form
Appendix 5	Stage 4 - Complaint Form
Appendix 6	Appeal Panel Process
Appendix 7	Model Paragraph for Inclusion in School Prospectus
Appendix 8	Model Policy for Handling Unreasonably Persistent, Harassing Or Abusive Complainants

**Appendix 1**  
**Woodsetton School: Meeting Request Form**

I wish to meet ..... to discuss the following matter:

Brief details of topic to be discussed:

Dates/times when it would be most convenient for a meeting:

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed)

Your Address:

Telephone numbers

Daytime:

Evening:

E-mail address:

**Signed** .....

**Date** .....

**Please complete this form and return it to the school office**

School use:

Date Form received:

Received by:

Date response sent:

Response sent by:

**Appendix 2**

**Woodsetton School – Stage 1 - Formal Complaint Form**

Please complete this form and return it, via the school office, addressed to the Headteacher, who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed)

Your Address:

Telephone numbers

Daytime:

Evening:

E-mail address:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.  
(Whom did you speak to, when, and what was the response)?

The form continues overleaf.....

What actions do you feel might resolve the problem?

Are you attaching any paperwork? If so, please give details.

Signed .....

Date .....

**Please complete this form and return it to the school office**

School use:

Date Form received:

Received by:

Date response sent:

Response sent by:

**Appendix 3**

**Woodsetton School - Complaint Stage 2 - Formal Complaint Form**

Please complete this form and return it to the school office, addressed to the Chair of Governors, who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed)

Your Address:

Telephone numbers

Daytime:

Evening:

E-mail address:

I submitted a formal complaint to the Headteacher at school on .....  
and am dissatisfied by the procedure that has been followed or my complaint is  
regarding the Headteacher.

My complaint was submitted to .....

and I received a response from .....

on .....

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

Woodsetton School

What actions do you feel might resolve the problem at this stage?

**Signed** .....

**Date** .....

**Please complete this form and return it to the school office**

School use:

Date Form received:

Received by:

Date response sent:

Response sent by:

**Appendix 4**

**Woodsetton School - Complaint Stage 3 - Formal Complaint Form**

Please complete this form and return it to the school office, addressed to the Clerk to the Governing Body, who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed)

Your Address:

Telephone numbers

Daytime:

Evening:

E-mail address:

I submitted a formal complaint to the Headteacher at school on .....  
and am dissatisfied by the procedure that has been followed.

My complaint was submitted to .....

and I received a response from .....

on .....

I then raised the complaint with the Chair of Governors and I received a response

from..... on .....

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

Woodsetton School

What actions do you feel might resolve the problem at this stage?

**Signed** .....

**Date** .....

**Please complete this form and return it to the school office**

School use:

Date Form received:

Received by:

Date response sent:

Response sent by:

**Appendix 5**

**Woodsetton School - Complaint Stage 4 - Formal Complaint Form**

Please complete this form and return it to the Strategic Director of Children's Services, Westox House, 1 Trinity Road, Dudley, DY1 1JQ, who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed)

Your Address:

Telephone numbers

Daytime:

Evening:

E-mail address:

I submitted a formal complaint to the Headteacher at school on .....

and am dissatisfied by the procedure that has been followed.

My complaint was submitted to .....

and I received a response from .....

on .....

I then raised the complaint with the Chair of Governors and I received a response

from..... on .....

I then raised the complaint with the Governing Body and I had a complaints appeal

hearing on.....

I have attached copies of my formal complaint and of the response(s) from the school.

Woodsetton School

I am dissatisfied with the way in which the procedure was carried out, because:

What actions do you feel might resolve the problem at this stage?

Signed .....

Date .....

**Please complete this form and return it to the school office**

School use:

Date Form received:

Received by:

Date response sent:

Response sent by:

## **Appendix 6 Governing Body - Complaints Panel Process**

If the school receives a stage 3 complaint about one of the limited number of matters, that is not dealt with by another statutory process, it may be necessary to convene a governing body complaints appeals panel to consider the matter and formulate a response.

The complaint is likely to relate to matters such as:

- the content or the application of a governing body policy
- school facilities
- services that the school provides

If a governing body committee already has delegated power with respect to a policy that is being complained of, a panel of members from that committee should be convened. Otherwise the clerk should convene a panel of 3 governors, who have not previously been involved with the complaint.

The complainant should submit the details of their concerns, in writing, to the clerk. The clerk will seek similar written responses from the school, where this is necessary.

A meeting of the panel will take place, usually within 10 working school days, to consider the matter. The complainant (who may be accompanied) and representative(s) from the school (who may also be accompanied) may be invited to attend this meeting in order to clarify the matter (should they wish to attend).

As the panel meeting is intended to be investigatory, rather than adversarial, the persons giving evidence or making representations to the panel will normally attend separately. To reaffirm this is not a disciplinary meeting and should not be allowed to prejudice any future possible process.

When the panel has collected sufficient information, it will deliberate and then inform the complainant, the Headteacher and the Governing Body of the outcome, in writing.

Consideration of the complaint by the governing body and the school, save for any actions that are agreed, will terminate at this point.

If the complainant is not satisfied that the appropriate procedure has been followed, they may request a review of that process by the Local Authority as in Stage 4 of the complaints procedure.

**Appendix 7**  
**Possible School Prospectus Statement**  
**Raising Concerns and Resolving Complaints**

From time to time parents, and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations the Governing Body has adopted a “School Complaints Procedure”.

The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means
- Be simple to use and understand
- Be non-adversarial
- Provide confidentiality
- Allow problems to be handled swiftly through the correct procedure
- Address all the points at issue
- Inform future practice so that the problem is unlikely to recur.

Full details of the procedure may be obtained from the school website, school office or from the Clerk to the Governing Body.

## Appendix 8

### **Woodsetton School Policy for Handling Unreasonably Persistent, Harassing Or Abusive Complainants**

The head teacher and governing body are fully committed to the improvement of our school. We welcome feedback from parents/carers and will always try to resolve any concerns as quickly as possible. There is a procedure for parents to use if they wish to make a formal complaint.

Sometimes, however, parents or carers pursuing complaints or other issues treat staff and others in a way that is unacceptable. Whilst we recognise that some complaints may relate to serious and distressing incidents, we will not accept threatening or harassing behaviour towards any members of the school community.

The aim of this leaflet is to provide information about our school policy on unreasonably persistent complainants or harassment of staff.

#### **What do we mean by 'an unreasonably persistent complainant'?**

An unreasonably persistent complainant may be anyone who engages in unreasonable behaviour when making a complaint. This will include persons who pursue complaints in an unreasonable manner.

Unreasonable behaviour may include:

- actions which are:
  - Out of proportion to the nature of the complaint, or
  - Persistent – even when the complaints procedure has been exhausted, or
  - Personally harassing, or
  - Unjustifiably repetitious
  
- an insistence on:
  - Pursuing unjustified complaints and/or
  - Unrealistic outcomes to justified complaints
  - Pursuing justifiable complaints in an unreasonable manner e.g. using abusive or threatening language; or
  - Making complaints in public or via a social networking site such as Facebook; or
  - Refusing to attend appointments to discuss the complaint.

#### **What is 'harassment'?**

We regard harassment as the unreasonable pursuit of issues or complaints, particularly if the matter appears to be pursued in a way intended to cause personal distress rather than to seek a resolution.

Behaviour may fall within the scope of this policy if:

- It appears to be deliberately targeted at one or more members of school staff or others, without good cause;
- The way in which a complaint or other issues is pursued (as opposed to the complaint itself) causes undue distress to school staff or others;
- It has a significant and disproportionate adverse effect on the school community.

### **What does the school expect of any person wishing to raise a concern?**

The school expects anyone who wishes to raise concerns with the school to:

- Treat all members of the school community with courtesy and respect;
- Respect the needs of pupils and staff within the school;
- Avoid the use of violence, or threats of violence, towards people or property;
- Recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond to a complaint;
- Follow the school's complaints procedure.

### **Schools' responses to unreasonably persistent complaints or harassment**

This policy is intended to be used in conjunction with the school's complaints procedure. Taken together, these documents set out how we will always seek to work with parents, carers and others with a legitimate complaint to resolve a difficulty.

However, in cases of unreasonably persistent complaints or harassment, the school may take some or all of the following steps, as appropriate:

- Inform the complainant informally that his/her behaviour is now considered by the school to be unreasonable or unacceptable, and request a changed approach;
- Inform the complainant in writing that the school considers his/her behaviour to fall under the terms of the Unreasonably Persistent Complaints/ Harassment Policy;
- Require all future meetings with a member of staff to be conducted with a second person present. In the interests of all parties, notes of these meetings may be taken;
- Inform the complainant that, except in emergencies, the school will respond only to written communication and that these may be required to be channelled through the Local Authority.

### **Physical or verbal aggression**

The governing body will not tolerate **any** form of physical or verbal aggression against members of the school community. If there is evidence of any such aggression the school may:

- Ban the individual from entering the school site, with immediate effect;
- Request an Anti-Social Behaviour Order (ASBO);
- Prosecute under Anti-Harassment legislation.
- Call the police to remove the individual from the premises, under powers provided by the Education Act 1996.

Legitimate new complaints will always be considered, even if the person making them is (or has been) subject to the Unreasonably Persistent Complaints/ Harassment Policy. The school nevertheless reserves the right not to respond to communications from individuals subject to the policy.