



**URSULINE HIGH SCHOOL**  
**Wimbledon**

**Complaints Policy**

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# URSULINE HIGH SCHOOL

## COMPLAINTS PROCEDURE

1: Any concerns expressed by parents and others about the school, including the curriculum and related matters, will be dealt with in informal discussion with the Headteacher in the first instance.

2: If dissatisfied, the person concerned may then submit a formal complaint to the Headteacher. He or she must do so in writing, making clear that it is a formal complaint, and specifying its nature as exactly as possible.

3: If in his/her view the complainant falls outside the scope of the procedures, the Headteacher will advise the complainant of any other recourse he or she may have. The Headteacher will consider urgent complaints as quickly as possible. In any event the Headteacher will inform the complainant within seven days of:

- a) the decision she has reached and the reason for it
- b) any action taken or proposed, including details of any request made to those complained against to take particular actions to resolve the complaint.

4: If the complainant is dissatisfied with the Headteacher's response or has not received a decision within seven days the Headteacher must refer the matter to the Governing Body via the clerk.

5: If the complaint appears to be urgent the clerk will convene a meeting of the Governing Body or a Committee of it to consider the complaint within twelve school days. If the complaint is not urgent the clerk will convene a meeting within twenty school days. The clerk will give the complainant a minimum of seven ordinary days notice of the date, time and place of the meeting. Any reasonable request made by the complainant for an alternative date should result in a mutually convenient alternative date being set at the earliest possible time. If the complainant does not wish to attend the meeting, he or she may present the complaint in writing to the Governing Body or Committee. The complainant must submit any such material to the clerk no later than two school days before the meeting.

6: The Headteacher, accompanied by a friend or representative if she so wishes, may be present at the meeting of the Governing Body or Committee which is convened to consider a complaint.

7: Where the complainant chooses to attend in person the usual order of proceedings shall be as follows:-

- a) The Chair of the Governing Body or Committee will welcome the complainant and any representative and introduce those present.
- b) The complainant may, if he or she chooses, restate the nature of the complaint.
- c) The complainant may be asked questions by the Governing Body or Committee or by the Headteacher.
- d) The Headteacher may be asked to make a statement to the Governing Body or Committee regarding the matter complained of and may be asked questions by the Governing Body or Committee or by the complainant.
- e) The complainant may, if he or she so chooses, summarise the complaint.
- f) The Headteacher, complainant and any friend or representative they have brought will be asked to leave.

8: The Governing Body or Committee shall consider the complaint at the meeting and any relevant information or factors. They shall only reach a decision after the Headteacher and, where relevant, the complainant and any friend or representative have withdrawn. The Governing Body or Committee shall decide:

- to reject the complaint
- to uphold the complaint
- to investigate the complaint further.

9: The clerk shall inform the complainant and the Headteacher in writing within five school days:

- a) of the decision reached by the Governing Body or Committee and the reasons for the decision. (If the Governing Body or Committee decides that the complaint falls outside the scope of these procedures the clerk will inform the complainant of any further resources he or she may have).
- b) if the complaint was upheld, of any action taken or proposed including any details of any request to those complained against to take particular action to resolve the complaint. (Where the complainant is dissatisfied with action taken or proposed to remedy the complaint, he or she may wish to pursue the matter further with the Headteacher, the Governing Body or the Committee as appropriate).
- c) where the Governing Body's response has failed to satisfy the complainant, the fact that further recourse lies in a complaint to the Secretary of State under 68 or 99 of the 1944 Act. However, it should be pointed out that the Secretary of State's powers do not extend to reviewing decisions of complaints Committees. The Secretary of State has only the power to decide whether the Governing Body concerned has acted unreasonably or is in default of its statutory duties.

10: Where the Governing Body or Committee decides to investigate the complaint further, the clerk shall inform the complainant of the steps to be taken and of the progress made. Any subsequent meeting of the Governing Body or Committee shall be subject to the provisions described above in so far as they are relevant.

11: The Secretary of State or Local Authority or Ofsted may require the Governing Body to make annual returns to the Department for Education giving the number of formal complaints dealt with and their outcomes. These returns will not identify individual complainants.

12: If you have any questions about these procedures you may wish to contact the clerk who will be able to advise you further.

13: If required these arrangements will be provided in languages other than English and provisions will be made for interpreters.

14: Distinct arrangements exist for dealing with complaints about religious education and collective worship.