

Clitheroe Royal Grammar School

Policy and Procedures for the Handling of Complaints at Clitheroe Royal Grammar School

Person responsible: Headteacher

1. Introduction and scope

We care about what you think:

The policy of the School is to work in partnership with parents and the wider community. Therefore, any person, including members of the public, can make a complaint. We try hard to do our best for all our students. Your views help us plan for the future. We like to know when things are going well. We also want parents/carers to tell us about their worries, concerns or complaints as soon as possible. It is much easier for the School to sort out a recent problem than something that happened some time ago.

Our commitment to you:

- We will deal with your concern or complaint in a professional manner.
- We will look into it thoroughly, fairly and as quickly as possible.
- We will keep you up-to-date with what we are doing.
- We will apologise if the School has made a mistake.
- We will tell you what we are going to do to put things right.

What to do first:

If you have a concern about anything we do you can tell us by telephone, in person or in writing. If any of these are difficult for you, a friend or advocate can speak to the School on your behalf. Most concerns or complaints will be sorted out quickly either by putting things right or by explaining the School's actions to you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, by providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations. We take our duties under equality law seriously and we encourage any person having difficulty accessing this procedure to contact us immediately so that reasonable adjustments can be made.

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at the Review Stage of the procedure.

Try to go to the member of staff involved or your child's form tutor or head of year, who will either deal with your issue or pass you on to someone who is more able to help.

Please remember that the beginning or end of the school day can be a very busy time. If you talk to a teacher at these times, for practical reasons, it may not be possible to sort things out there and then. Be prepared for them to make an appointment to see you/to ring you at a more convenient time.

In considering concerns or complaints, the School will see that they are dealt with effectively and with fairness to all parties. Where possible, complaints will be resolved informally. Where a complaint has not been resolved formally, then the formal procedures set out in section 4(ii) below will be followed. Where your concern or complaint is considered sufficiently complex or serious, the School may choose to investigate formally from the outset.

The School expects that the majority of complaints to be made **within three months** of the incident being complained of. The School will consider complaints outside this timeframe in **exceptional circumstances** only.

Notwithstanding the previous paragraph it must be noted that the current academy school (Clitheroe Royal Grammar School, Company No. 07461173) came into being on 1 January 2011. As of that date the former maintained school was discontinued and its Governor Body was dissolved. All of its rights and liabilities of the former school that existed immediately prior to 1 January 2011 were transferred, at that time, to the Local Authority under the provisions of the School Standards and Framework Act 1988. A consequence of this is that the current academy school and its Governors are unable to investigate the matters surrounding any complaint that refers to events that happened prior to 1 January 2011.

2. What is a concern or complaint?

The Department for Education (DFE) explains the difference between a concern and a complaint

A complaint is defined as:

‘An expression of dissatisfaction however made, about actions taken or lack of action.’

A concern is defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’.

This procedure does not cover complaints or concerns that are dealt with under other statutory procedures, including those listed in the following table, as separate procedures apply.

These procedures do not cover:	Who to contact:
Admissions to School Appeals to School	Concerns about admissions/appeals should be raised with: Lancashire County Council (Pupil Access Team) Email: ESCPupilAccessCentral@lancashire.gov.uk Tel: 0300 123 6707
Statutory assessments of Special Educational Needs and Disabilities (SEND)	Concerns about Special Educational Needs and Disabilities should be raised with Lancashire County Council. Email: enquiries@lancashire.gov.uk Tel: 0300 123 6706 Special educational needs and disabilities (SEND) - local offer - Lancashire County Council
School reorganisation proposals	Concerns about school re-organisation proposals should be raised with Lancashire County Council (School Place Planning Team) Email: schoolplanning@lancashire.gov.uk
Child Protection Investigation	Complaints about child protection matters are handled under the School's Safeguarding and Child Protection Policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local Authority Designated Officer (LADO) who has local responsibility for safeguarding, or the Multi-Agency Safeguarding Hub (MASH) Email: MASHeducation@lancashire.gov.uk Local Authority Designated Officer (LADO) - Lancashire County Council
School Exclusions *	Concerns about exclusions should be raised with Lancashire County Council (Pupil Access Team) Email: ESCPupilAccessCentral@lancashire.gov.uk Tel: 0300 123 6707 *Complaints about the application of the School's Behaviour Policy can be made through the School's Complaints Procedure. Please refer to the School's Behaviour Policy, which can be found on the School's website: http://www.crgs.org.uk/about-us/policies-2/
Staff Conduct	Complaints about staff conduct will be dealt with under the Academy's internal disciplinary procedures, if appropriate.

	Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However the complainant will be notified that the matter is being addressed.
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3. Making a complaint - who to complain to:

If the complaint is about:

- something that has happened or failed to happen in School, **contact the Headteacher**;
- the actions of the Headteacher, **contact the Chair of Governors** via the School;
- the actions of a governor, **contact the Chair of Governors** via the School;
- the Chair of Governors, **contact the Clerk to Governors** via the School;
- the actions of the Governors, **contact the Clerk to Governors** via the School.

The School and Governors would in most cases hope to resolve concerns and complaints at an informal stage, but the procedures allow for formal consideration of a complaint and an appeal stage if matters cannot be resolved.

The School is committed to dealing with complaints as speedily as possible and would plan to complete each stage within 20 school days. From time to time, however, it may not be possible to complete the process in that timescale. Where that is not possible the complainant will be informed of any delays.

Where complaints are made against an individual member of the School staff, that person will be informed of the complaint at the earliest opportunity.

4. The Complaints Procedures

(i) Informal stage

The School will seek to resolve concerns and complaints informally and encourage the complainant to discuss the matters giving rise to the complaint with the member of staff or governor concerned. If that, however, does not resolve the problem then the matter should be brought to the attention of the Headteacher* (complaints and concerns about governors should be made to the Chair of Governors).

The Headteacher* (or Chair of Governors) will then seek to resolve the matter informally and will:

- acknowledge the complaint;
- make enquiries to establish the facts;
- seek advice as appropriate;
- attempt to resolve the matter informally;
- establish whether or not the complainant is satisfied;
- advise complainants of the next stage if they wish to proceed to a formal consideration of the complaint;
- make a brief note of the complaint and the outcome.

This stage would normally be expected to be completed in 20 school days. A complainant wishing to proceed to the formal stage of the procedure should normally notify the Headteacher/Chair of Governors within 20 school days of being notified of the outcome of the informal stage.

The informal stage will not be used if the allegations made refer to:

- criminal activity which may require the involvement of the police
- financial or accounting irregularities
- abuse of children.

*The Headteacher may delegate this informal stage to a Deputy Headteacher

(ii) Formal stage

Where an informal complaint has not been resolved to the satisfaction of the complainant, or where the complainant has indicated they wish to go straight to the formal stage, the Headteacher (or Chair of Governors as appropriate) will:

- ensure the complainant is aware of the procedures;
- request a written record of the complaint (someone else may write this on behalf of the complainant);
- formally acknowledge the complaint;
- seek advice as appropriate;
- if the complaint concerns a member of staff (or governor) inform them and provide them with a copy of the complaint;
- arrange for a full investigation of the complaint;
- prepare a report as a result of the investigation and consider actions to be taken;
- advise the complainant of the outcome. Where it is considered no further action is needed or the complaint is unsubstantiated, the complainant should be advised, in writing. They should also be informed of their right to appeal to the Complaints Appeals Committee within 20 school days;
- make a record of the complaint, including the investigation report and its outcome, which will be retained on the School records; and
- update the School's Formal Complaints Register accordingly.

This stage would normally be expected to take no more than 20 school days. The Governors should be informed in general terms of all formal complaints.

(iii) Appeals stage

The Complaints and Grievances Committee of the Governors will consider complaints where the Headteacher (or Chair of Governors) has not been able to resolve the complaint to the satisfaction of the complainant and the complainant wishes to appeal. Any appeal must be made in writing to the Clerk to the Governors (the School will advise the complainant of the contact details). A Panel of the Committee will be convened by the Clerk to the Governors, which will:

- consider the written materials;
- consider the complaint and the Headteacher's (or Chair's) action;
- invite the Headteacher or Chair of Governors (as appropriate) and the complainant to the meeting;
- seek advice and support as necessary.

NOTE: The Appeals Panel will be made up of three or five members, of which at least one member must be someone who is independent of the management and running of the School. The remaining members of the Panel will be Governors who have not previously been involved in any of the previous stages of the complaint.

At the end of their consideration the Panel will:

- determine whether to dismiss or uphold the appeal in whole or part, including, if appropriate, referring the matter back to the Headteacher/Chair of Governors for further consideration;

- where upheld, decide on appropriate action;
- advise in writing the complainant, Headteacher and/or, where relevant, the person complained about of the panel's findings and decision and make these available on site for inspection by the proprietor and the Headteacher;
- advise the complainant of any further action they may wish to take if they remain dissatisfied.

The Clerk to the Governors will arrange for the School's Formal Complaints Register to be updated to include the decision of the Complaints Appeals Panel and for the matter to be reported to the Governors in general terms.

In cases where the matter has been referred back for further consideration by the Headteacher/Chair of Governors then the Complaints Appeals Panel will be reconvened.

This stage would normally be expected to take no more than 20 school days.

(iv) Further stages

These procedures do **not** include a further appeal to the Governors but complainants who remain unsatisfied with the outcome may refer the complaint to the Secretary of State for Education (see section 9). Following the Education and Inspections Act 2002 parents may take certain unresolved complaints to Her Majesty's Chief Inspector of Schools.

5. Withdrawal of a complaint

If the complainant wishes to withdraw their complaint, they will be asked to confirm this in writing.

6. Complaints about a governor, the Chair of Governors or the Governors

Complaints about a governor should be referred to the Chair of Governors who will investigate and respond to the complainant. In dealing with this matter it is recommended that the Chair seeks advice from the Local Authority's Governor Services Team. Any appeal against the Chair's response would be dealt with by a Complaints Appeals Panel.

Complaints about the Chair of Governors must be referred to the Clerk to the Governors who would arrange for the complaint to be considered by a Complaints Appeals Panel. It is recommended that the Clerk to the Governors seeks advice from the Local Authority's Governor Services Manager. Governor Services may be able to assist with any investigation.

7. Persistent and/or vexatious complainants

It is recognised that there can be occasions when a complainant remains dissatisfied, despite all stages of the procedures having been followed. In such cases, if the complainant tries to reopen the same issue, guidance from the Department for Education (DfE) states that the School's procedures must be such as to enable the Chairman of the Governors to inform them in writing that the procedure has been exhausted and that the matter is now closed.

Consequently, the School has adopted a "Policy and Procedure for dealing with unreasonably persistent and/or vexatious complainants", in which guidance is given to help identify situations where complainants may be considered unreasonably persistent and/or vexatious. The actions to be taken in such circumstances are also specified.

(A copy of this procedure can be obtained by contacting the Clerk to the Governors through school)

8. The role of the Local Authority (LA)

The Local Authority's role is prescribed by legislation. In responding to complaints about schools the LA will explain to the complainant:

- that schools are self-managing and are responsible for administering procedures that deal with complaints made against them;
- the appropriate procedures for their complaint and refer them to the Headteacher, Chair of Governors or Clerk as appropriate; and
- sources of potential assistance, if appropriate.

9. Next stages

Anyone can complain to the Secretary of State for Education if he or she believes the Governors are acting "unreasonably" or are failing to carry out their statutory duties.

Intervention by the Secretary of State can only occur, however, if the Governors have failed to carry out a legal duty or have acted "unreasonably" in the performance of a duty. Intervention would have to be expedient in the sense that there would have to be something that the Secretary of State for Education could instruct either party to do to put matters right.

Note: Unreasonably in this context has been interpreted by the Courts as acting in a way in which no sensible Governors acting with due appreciation of responsibilities would have acted.

The Education and Inspections Act 2006 allows a parent who remains unsatisfied with the outcome of certain complaints to refer the matter to Ofsted.

10. Formal Complaints Register

The School will maintain a written record of all formal complaints. Such a record will include:

- Whether the complaint was resolved following a formal procedure, or whether it proceeded to a panel hearing.
- Any action taken by the School as a result of the complaint (regardless of whether it was upheld)
- Provision for all correspondence, statements and records relating to the complaint to be kept confidential, except where the Secretary of State, or a body conducting an inspection under section 109 of the 2008 Act, requests access to them.

11. Serious allegations or complaints

If the allegations refer to criminal activity which may require the involvement of the Police, the Headteacher should inform the Chair of Governors and seek the advice of the Local Area Designated Officer (LADO).

If the allegations relate to financial or accounting irregularities involving misuse of public funds or assets or any circumstances which may suggest irregularities affecting cash, stores, property, remuneration or allowances, the Headteacher should inform the Chair of Governors and seek appropriate advice so that the complaint can be investigated under the procedures normally applied for suspected financial irregularities.

If the allegations relate to the abuse of children, the Headteacher should seek the advice of the LADO as soon as possible, within one working day. After preliminary discussion between the Headteacher and LADO, the LADO will consult Police and Children's Social Care colleagues as appropriate. The LADO should also be informed of any allegations that are made directly to the Police (which should be communicated via the Police Force designated officer) or to Children's Social Care. Serious allegations of this nature **must** be referred under Child Protection Procedures to Children's Social Care. Reference should also be made to the [Pan-Lancashire Procedures Online](#).

In all the above, consideration needs to be given to the possible suspension from duty, on full pay, of any member of staff concerned in accordance with the School's Disciplinary Policy and Procedure (All Staff). Investigations at school level and the stages set out in this procedure are unlikely to proceed where external agencies are involved. Subsequently, an internal school investigation may, however, be involved.

Date of last review:	March 2025
Date of approval by Governors:	March 2025
Date of next review:	March 2027

Appendices to the Policy Procedures for the Handling of Complaints at Clitheroe Royal Grammar School

1. Investigating a Complaint – Procedure.
2. The Complaints Appeals Panel of the Governors.
3. The Role of the Chair of the Complaints Appeals Panel.
4. Complaints Appeals Panel Meeting – Procedure.
5. The Role of the Clerk to the Governors when clerking a Complaints Appeals Panel Meeting.
6. Complaints about Members of Staff.
7. Formal Complaints Register – Pro Forma.

Appendix 1 to the Policy and Procedures for the Handling of Complaints at Clitheroe Royal Grammar School

Investigating a Complaint – Procedure

1. Context

The Headteacher or Chair of Governors, as appropriate will:

- follow the Governors' agreed procedures;
- if the complaint is against the Headteacher, the Chair of Governors should seek advice from either the Senior Area Human Resources Officer, Senior County Solicitor or school's specialist solicitor, as appropriate;
- keep the member of staff informed;
- arrange for a full investigation of the complaint and prepare a report on the investigation;
- advise the complainant of the outcome and of the next stage if they remain dissatisfied;
- consider any further action; and
- inform the member of staff in writing of any subsequent action he/she intends to take.

2. Introduction

The investigation should be started as soon as possible after the receipt of the complaint and normally be completed within 20 school days.

- 2.1 An investigation is a fact-finding exercise with the aim of obtaining, as far as possible, a fair and balanced picture through a written record. The aim is not to prove or disprove a complaint.
- 2.2 Undertakings of confidentiality should not be given to either a person making a complaint or to those interviewed. Evidence compiled in the investigation may be made available to the parties in any subsequent hearing and those giving evidence in the investigation should be so informed.
- 2.3 The nature of the complaint will often be readily understandable from the written complaint. In those cases where it is not, however, steps should be taken at this stage to clarify any issues. Suitable steps could include interviewing the complainant or, if the complainant prefers, the submission of additional written evidence or explanatory statement.
- 2.4 If it becomes clear during the investigation that the issues are serious (as defined in Section 3(c) of the procedure), then the investigator should inform the Headteacher who should contact the LADO as soon as possible, within one working day. The Headteacher and the LADO will then decide on the appropriate actions, including possible referral, as appropriate to Children's Social Care and / or the Police. In such cases the investigation should not proceed.

3. Preliminary stages

- 3.1 Where appropriate, the person undertaking the investigation should seek specialist advice as necessary and familiarise him/herself with any relevant procedures and guidelines.
- 3.2 The person investigating should:
- define areas to be investigated;
 - draw up a provisional list of those to be interviewed and a list of topics to be discussed, extended as required during the investigation; and
 - check corroborative evidence.

4. The investigation process (at the formal stage)

- 4.1 Interviews should be carried out as soon as possible. A statement should be taken from each person, signed and dated. The person carrying out the investigation should have access to assistance as necessary to make the record. A suitable venue and time should be selected to encourage co-operation and the opportunity to be accompanied, by a friend or representative of a professional association/trade union should be offered. At the beginning of an interview, a general explanation of the purpose of the investigation should be provided. If children are to be interviewed, this will need to be handled with sensitivity and care.

5. Interviewing the subject of a complaint

- 5.1 The point at which this occurs will depend upon the nature of the complaint and the investigation process. It may be necessary to interview the member of staff first and again, following interviews with other persons, to seek a formal response.
- 5.2 The member of staff should be informed of his/her right to take advice and be represented by a friend or representative.
- 5.3 The member of staff should be invited to respond to the complaint and to make a statement. The member of staff has the right to respond, to decline to respond, to reserve a response whilst seeking advice or to request an adjournment to consider a response.
- 5.4 Full notes should be taken of the interview and the member of staff invited to read and sign them as a true record after the interview. A copy of the notes will be given to the member of staff.
- 5.5 The member of staff should be invited to identify any persons who may have information relevant to the investigation. These names should be added to the list of those to be interviewed.

6. Interviewing witnesses/others

- 6.1 Witnesses may be interviewed as part of the investigative process of the complaints procedure.
- 6.2 They should be made aware of the nature of the complaint and of the process to be followed. (See paragraph 1 and 2)
- 6.3 Interviews should take place at a convenient time and venue for the person being interviewed, who may bring a friend or representative with them.
- 6.4 They should be asked to give their factual account of the incident(s) leading to the complaint.
- 6.5 Full notes should be taken of the interview and the witness invited to read and sign them as a true record of the interview. A copy of the notes will be provided to them.

7. Compiling a report

- 7.1 When all the relevant persons have been interviewed and all the relevant issues explored, the investigation is complete. The details obtained and the statements taken should then be compiled into a report.
- 7.2 Consideration should again be given as to whether there are serious matters which should be referred to the LADO, the Lancashire Children's Safeguarding Assurance Partnership (CSAP) or the Police. If there is such a referral, **further proceedings at school level should be held in abeyance immediately.**

Appendix 2 to the Policy and Procedures for the Handling of Complaints at Clitheroe Royal Grammar School

The Complaints Appeals Panel of the Governors

The Governors at Clitheroe Royal Grammar School have in place arrangements for a Complaints Appeals Committee. One of the Terms of Reference of the Governor's Complaints and Grievances Committee is to form a Complaints Appeals Panel, to carry out this function, as and when required.

Membership, quorum and disqualification from membership of the Complaints Appeals Panel are set out in Annex A to the Standing Orders of the Governors of Clitheroe Royal Grammar School.

NOTE: At least one member of the Panel must be someone who is independent of the management and running of the School.

Function

Wherever possible the Governors would wish to see complaints resolved at an informal stage but:

- (a) The main function of the Panel will be to undertake the duties of the Governors in the consideration of complaints made under the Policy and Procedures for Handling Complaints at Clitheroe Royal Grammar School.
- (b) Complaints covered by statutory procedures will not be considered by this Panel.
- (c) The Panel will seek specialist advice, as appropriate.
- (d) In considering the complaint the Complaints Appeals Panel will:
 - consider the written materials;
 - consider the complaint and the Headteacher's (or Chair's) action;
 - invite the Headteacher or Chair of Governors (as appropriate) and the complainant to the meeting;
 - endeavour to substantiate evidence presented as appropriate; and
 - seek advice and support as necessary.

At the end of their consideration, the Panel will:

- determine whether to dismiss or uphold the appeal in whole or part;
- where the complaint is upheld, decide on appropriate action;
- advise in writing the complainant, Headteacher and/or, where relevant, the person complained about of the panel's findings and decision and make these available on site for inspection by the proprietor and the Headteacher;
- advise the complainant of any further action they may wish to take if they remain dissatisfied; and
- arrange for the School's Formal Complaints Register to be updated and for the matter to be reported, in general terms, to the Governors.

Appendix 3 to the Policy and Procedures for the Handling of Complaints at Clitheroe Royal Grammar School

The Chair of the Complaints Appeals Panel

The Chair of the Panel has a key role, ensuring that:

- the remit of the Panel is explained to the parties and each party has the opportunity of putting their case without undue interruption;
- key issues are addressed;
- key findings of fact are made;
- parents and others who may not be used to speaking at such a hearing are put at ease;
- the rules of natural justice are followed;
- the complainant is notified of the panel's decision, in writing with details of any further rights of appeal; and
- the Governors are notified of any changes to procedure or reviews of policy recommended by the Panel.

Appendix 4 to the Policy and Procedures for the Handling of Complaints at Clitheroe Royal Grammar School

Complaints Appeals Panel Meeting – Composition

- A Complaints Appeals Panel will be made up of three or five members.
- Of these two or four will be Governor, who have not previously been involved with the investigation of the complaint.
- The final member of the panel must be someone who is independent of the management and running of the School
- It is responsibility of the Chair of the Complaints Appeals Panel working in conjunction with the Clerk to the Governors to arrange and appoint the independent panel member.

Complaints Appeals Panel Meeting – Procedure

- Whilst the meeting of the Complaints Appeals Panel is a formal meeting its conduct should be as informal as possible.
- The Complaints Appeals Panel meeting will be convened by the Clerk to the Governors at a date, time and venue convenient to all parties.
- The Clerk to the Governors will distribute the Headteacher's/Chair of Governors' Report to the Panel members at least 7 days in advance of the meeting.
- The complainant and Headteacher/Chair of Governors may each be accompanied by a representative or friend.
- In the case of a complaint against a member of staff, the member of staff against whom the complaint was made and/or his representative or friend will be entitled to attend the Complaints Appeals Panel meeting.
- The complainant and the Headteacher/Chair of Governors may request witnesses to be called to provide evidence. Witnesses may be allowed at the discretion of the Committee and will only attend for the part of the meeting in which they give evidence.
- The Chair of the Panel will be responsible for the conduct of the meeting.
- After introductions, the complainant will be invited to present their case and any supporting documents to the committee. If appropriate, the complainant's witnesses will be heard at this point.
- The Headteacher/Chair of Governors will be entitled to question the complainant and any witnesses.
- The Headteacher/Chair of Governors will present his/her report on the investigation to the Committee, together with any supporting documents and any actions taken to resolve the complaint. If appropriate witnesses will be heard at this point.
- The complainant or his/her representative will be entitled to question the Headteacher and any witnesses.
- The Panel may ask questions at any point.
- Any reasonable request for an adjournment will be allowed at the Chair's discretion.
- The complainant will then be invited to sum up their complaint.
- The Headteacher/Chair of Governors will then be invited to sum up the School's response to the complaint.
- If the panel members consider that any actions are required on the part of the panel to substantiate or investigate further any of the evidence presented to it, then the Chair will explain this to both parties.

The Chair will also explain the arrangements for notifying both parties of the outcome of any such actions and their right to comment upon it.

- The Chair will then explain the arrangements for notifying both parties of the outcome of the deliberations of the panel.
- Both parties will then leave the meeting to allow the Panel to reach a decision.

Appendix 5 to the Policy and Procedures for the Handling of Complaints at Clitheroe Royal Grammar School

The role of the Clerk to the Governors when clerking a Complaints Appeals Panel Meeting

The Clerk to the Governors is appointed by the Governors to provide:

- and
- maintain current membership and contact details for the Governors.

The role and responsibilities of the Clerk to the Governors when clerking a Complaints Appeals Panel meeting are to:

- provide administrative support for the meeting, including convening it;
- take minutes of the meeting;
- provide procedural advice and guidance;
- ensure that the Complaints Appeals Panel is constituted correctly and that all the panel members understand the policy and procedures, and their role;
- ensure that each Complaints Appeals Panel has agreed terms of reference;
- advise the Chair of the Complaints Appeal Panel together with members of appropriate sources of support;
- act in accordance with the procedures;
- produce a record of the meeting of the Complaints Appeals Panel;
- offer procedural advice at the meeting; and
- following the instructions of the Panel, take the necessary action:
 - notify the complainant in writing of the outcome of the meeting and the next stage of the process should they wish to pursue the matter further;
 - advise the Headteacher (Chair of Governors) of the outcome and of any further action to be taken;
 - complete the Complaints Appeals Panel meeting minutes and arrange for the Governors to be notified in general terms of the complaint and of any further action to be taken; and
 - arrange for the School's Formal Complaints Register to be updated.

Appendix 6 to the Policy and Procedures for the Handling of Complaints at Clitheroe Royal Grammar School

Complaints about Members of Staff

These will usually be dealt with under the School's Complaints Procedures. Where allegations relate to criminal activity, financial or accounting irregularities, or allegations relating to the abuse of children, however, the Headteacher or the Chair of Governors should seek appropriate advice from the school's HR Team on how best to proceed.

If the complaint is about a member of staff he/she will:

- be informed in detail of the complaint;
- be provided with a copy of any written complaint;
- be invited to respond and make a statement;
- be reminded they may seek advice from their professional association / union or other adviser before responding;
- be given a copy of the complaints procedure;
- be advised of any response / explanation to be made to the complainant;
- be advised of whether the complainant accepts the response;
- be offered appropriate counselling or guidance; and
- be informed when the complaint is resolved, of any subsequent actions intended, including any action under the disciplinary and competence procedures.

Appendix 7 to the Policy and Procedures for the Handling of Complaints at Clitheroe Royal Grammar School

Formal Complaints Register – Pro Forma

Date Complaint Received		
Name(s) of Complainant(s)		
Summary of Complaint		Date completed:
Formal Stage investigation carried out by:		
Summary of Investigation		
Conclusions made from investigation		
Actions taken		
Appeals panel conclusions		
Actions taken		

Signed: Investigator

Date:

Signed: Chair Appeals Panel

Date: