Minsthorpe Community College

Equality Statement

Minsthorpe Community College values diversity, and is determined to ensure that everyone is treated fairly, with dignity and respect; where the opportunities we provide are open to all; and that we provide a safe, supportive and welcoming environment - for staff, students and visitors.

Equality Impact Assessment (EIA)

This policy has been assessed with regard to its impact on equalities issue, with specific reference to the aims of the Equality Act 2010. The equality impact assessment focused on race, gender, disability, pregnancy and maternity, age, sexual orientation, gender identity and religion/belief.

EIA outcomes

• No areas of potential negative impact were found and actions resulting in positive impact are in place where appropriate.

<table>
<thead>
<tr>
<th>Policy last reviewed:</th>
<th>Due for next review:</th>
<th>EIA:</th>
<th>Role Responsible:</th>
</tr>
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<tbody>
<tr>
<td>August 11</td>
<td>Summer 16</td>
<td>August 11</td>
<td>Principal’s PA</td>
</tr>
<tr>
<td>June 2016</td>
<td>June 2019</td>
<td></td>
<td>Principal’s PA</td>
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</tbody>
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Approved by Governors July 16
DEALING WITH GENERAL COMPLAINTS

STAGE 1: 
Informal

Expression of concern to a member of staff

Satisfactory Outcome Reached?

No
Yes

No further action
Refer to Stage 2

STAGE 2: 
Vice Principal

Complainant chooses to escalate the complaint to Stage 2.

Investigation conducted and outcome reported to complainant (response within 10 working days of receipt of the written complaint).

Satisfactory Outcome Reached?

No
Yes

Refer to Stage 3
No further action

STAGE 3: 
Governors’ Complaints Committee

Complainant refers matter to Governors’ Complaints Committee

Investigation by Complaints Committee of Governors. (Committee to meet within 20 working days of receipt of the written complaint).

Satisfactory Outcome Reached?

No
Yes

Refer to Stage 3
No further action

STAGE 4: 

There is no further right of appeal, but if the complainant considers that the process followed by the Governors’ Complaints Committee was unfair, he/she may refer the case to the DfE
MINSTHORPE COMMUNITY COLLEGE
COMPLAINTS PROCEDURE

First Stage – Informal Stage
The Complaints Procedure for Minsthorpe Community College follows a three-stage process. The underlying principle is that concerns ought to be handled, if at all possible, without the need for formal procedures. Many concerns will be dealt with informally and parents/carers are encouraged to make contact with the most relevant person to resolve their concerns. The College telephone number is 01977 657600.

If parents/carers are not satisfied with the outcome of the first stage then they may choose to proceed to the formal second stage below.

Second Stage – Formal Stage
Parents/carers choosing to escalate a complaint further will be asked to put their complaint in writing, explaining why they are not satisfied, indicating the matters that they consider unresolved from stage one and including additional information if they wish.

A second stage meeting will be convened. The complainant(s) will be invited to attend a meeting with one of the Vice Principal's in order to discuss the details of the complaint further. This second meeting will be held within 10 working days of receipt of the written complaint.

The resolution of the complaint may be decided at the meeting and agreed verbally between the parties, in which case it will be confirmed in writing to the parents/carers by the person who convenes the meeting. Alternatively, or if a resolution is not agreed at the meeting, an investigation of all matters relating to the complaint will be carried out and parents/carers will be informed in writing of the outcome and what action has been taken or is proposed within 5 working days of the stage two meeting.

If parents/carers are not satisfied with the outcome at this stage then they may choose to proceed to the third stage below.

Third Stage
Parents/carers choosing to escalate a complaint further will be asked to reconfirm their complaint by writing to the Clerk to the Governors at the College, explaining why they are not satisfied and indicating the matters that they consider remain unresolved.

The Clerk to the Governors will convene a Governors' Complaints Committee. No one on this panel will have been directly involved in the matter that is the subject of the complaint.

This panel will hear the complaint within 20 working days of the receipt of the letter referred to above and attempt to achieve reconciliation between the College and the parents/carers. A personal friend may accompany the parents/carers at this hearing and the student may attend if it is appropriate to the complaint.

The Principal or their representative will be invited to attend. The meeting will be conducted formally and details of the procedure to be followed will be circulated to all parties with the invitation.

The Chair of Governors will notify the parents/carers of the panel's findings in writing within 15 working days of the stage three meeting.

There is no further right of appeal following stage three.
INFORMAL COMPLAINT FORM

You may wish to use this form if you wish to submit a complaint to the College. Alternatively please contact the college on 01977 657600. Please ensure you have read the College’s complaints procedure which is available on the website www.minsthorpe.cc

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<table>
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<tbody>
<tr>
<td>1.</td>
<td>Name:</td>
</tr>
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<td></td>
<td>Date of incident:</td>
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<tr>
<td>2.</td>
<td>Student Name:</td>
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<tr>
<td></td>
<td>P&amp;A:</td>
</tr>
<tr>
<td>3.</td>
<td>Contact Address (please note that this is the address the College should use whilst consideration of your complaint is ongoing):</td>
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<tr>
<td></td>
<td>Telephone No:</td>
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<tr>
<td></td>
<td>Email:</td>
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<tr>
<td>4.</td>
<td>Please describe the nature of your complaint, what do you wish to complain about include relevant dates etc (please continue on a separate sheet if necessary):</td>
</tr>
</tbody>
</table>
5. Please indicate what action you wish to see taken to address your complaint, what do you feel would be an acceptable resolution to your complaint:

Signed: _____________________________ Date: _____________________________

Please submit this form to Mrs Y Kelsall, Administration Team Leader, Minsthorpe Community College, Minsthorpe Lane, South Elmsall, WF9 2UJ. Email: enquiries@minsthorpe.cc Fax: 01977 657605
**FORMAL COMPLAINT FORM**

This form should be used if you wish to submit a formal complaint to the College. Please ensure you have read the College’s complaints procedure which is available on the website [www.minsthorpe.cc](http://www.minsthorpe.cc)

When completing this form you are asked to note that the College expects you have made an effort to resolve your complaint informally in accordance with the complaints procedure. Consequently this form asks for details of the action you have taken to resolve the complaint informally and why you remain dissatisfied.

<table>
<thead>
<tr>
<th></th>
<th>Name:</th>
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<td></td>
</tr>
</tbody>
</table>
5. Please set out what action you have taken to date to resolve your complaint informally and attach copies of any relevant correspondence:


6. Please explain why you are not satisfied with the response you received at the informal stage:


7. Please indicate what action you wish to see taken to address your complaint, what do you feel would be an acceptable resolution to your complaint:

I confirm that I have read and followed the Complaints Procedure and this complaint is submitted after the informal stage of the Complaints Procedure has been completed.

Signed: ___________________________ Date: __________

Please submit this form to Mrs Y Kelsall, Administration Team Leader, Minsthorpe Community College, Minsthorpe Lane, South Elmsall, WF9 2UJ. Email: enquiries@minsthorpe.cc Fax: 01977 657605