



Complaints Procedure Guidance and Documentation for Parents

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.

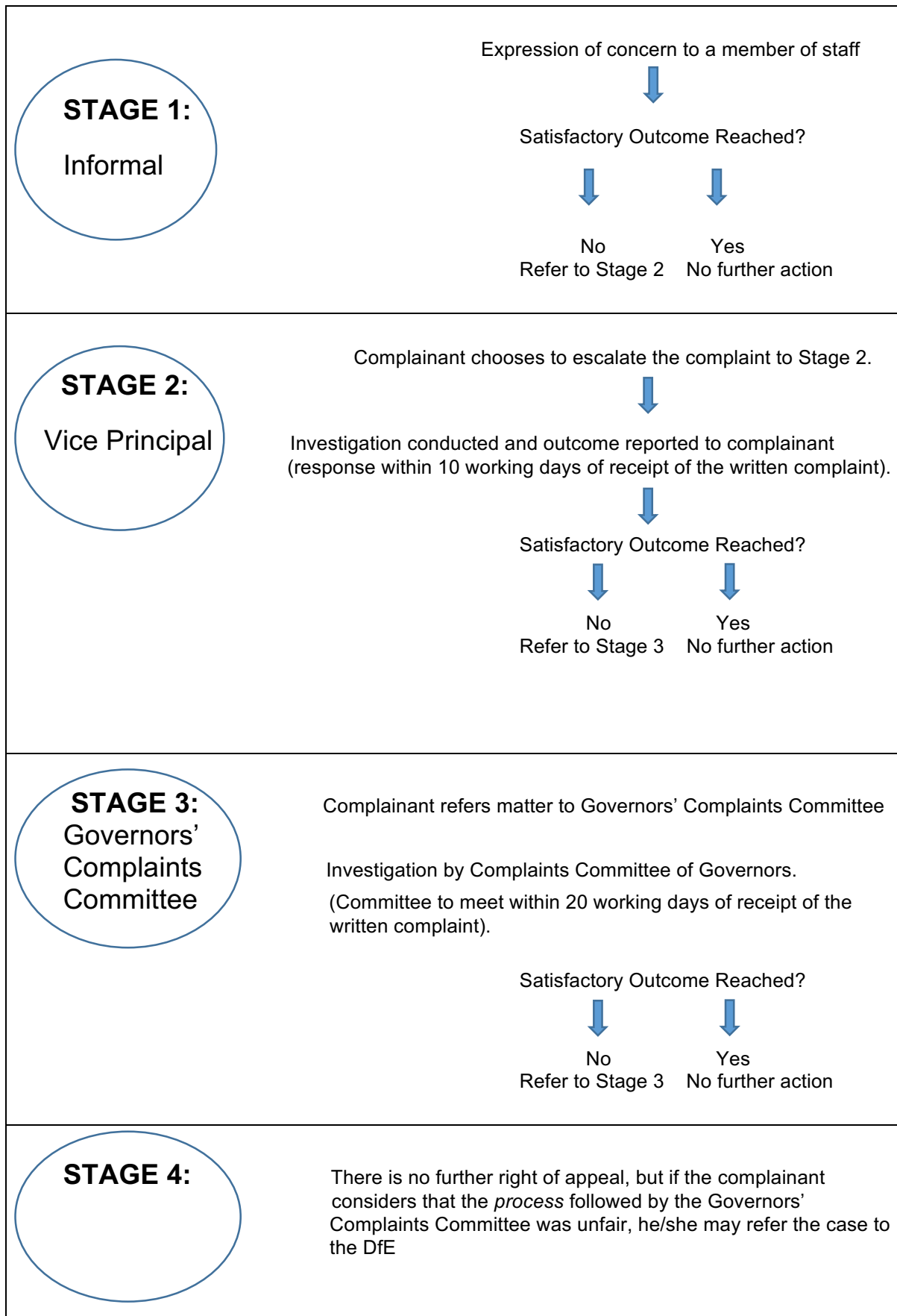
EIA outcomes

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

Policy last reviewed:	Due for next review:	EIA:	Role Responsible:
August 11	Summer 16	August 11	Principal's PA
June 2016	June 2019		Principal's PA

Approved by Governors July 16

DEALING WITH GENERAL COMPLAINTS



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 Principals 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.

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:
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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

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:
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