

Appendix 1

Policy	Complaint	School action	Other action
<b>Health &amp; Safety</b>	Accidents involving staff, students or visitors.	<ul style="list-style-type: none"> <li>• Attend Welfare</li> <li>• Report to SBM</li> <li>• Unsafe equipment removed if necessary</li> <li>• Accident report completed for LA</li> <li>• Report to H &amp; S Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Accident investigation report checked by LA</li> <li>• Insurance section informed if appropriate.</li> </ul>
	Unsafe working practices by school employees	<ul style="list-style-type: none"> <li>• Reported to SBM</li> <li>• Risk Assessment reviewed</li> <li>• Staff member disciplined if necessary</li> </ul>	<ul style="list-style-type: none"> <li>• LA carries out investigation</li> <li>• Referral to HSE if incident meets threshold in H &amp; S at Work Act.</li> </ul>
	Unsafe working practices by contractors	<ul style="list-style-type: none"> <li>• Reported to LA Safety Officer</li> <li>• Contractor removed from site.</li> </ul>	<ul style="list-style-type: none"> <li>• LA Safety Officer investigates and refers to HSE</li> </ul>
<b>Safeguarding</b>	Inappropriate conduct of a staff member towards a student.	<ul style="list-style-type: none"> <li>• Report is confidential to the Head and the Safeguarding Officer.</li> <li>• Referred to LA Safeguarding Officer</li> </ul>	<ul style="list-style-type: none"> <li>• LA sets up a Safeguarding Committee to decide on actions.</li> </ul>
<b>Child Protection</b>	Behaviour of an adult or another student that puts students in danger of abuse or neglect.	<ul style="list-style-type: none"> <li>• Report is confidential to the Head and the Safeguarding Officer.</li> <li>• CPO collates information.</li> <li>• CPO refers allegation to Soc Servs</li> </ul>	<ul style="list-style-type: none"> <li>• Social Services carry out an assessment and decide on action.</li> </ul>
<b>Whistleblowing</b>	Breach of Staff Code of Conduct	<ul style="list-style-type: none"> <li>• Report made to Head, govs or LA</li> <li>• Govs &amp; Head follow Disciplinary Procedures</li> <li>• If Whistleblower is not satisfied they can appeal to an independent ombudsman.</li> <li>• The member of staff can request a grievance against the complainant.</li> </ul>	<ul style="list-style-type: none"> <li>• LA carries out its own investigation if the complaint is made to them.</li> <li>• Refer to external organisation(s) as listed in the school's Whistleblowing Policy.</li> </ul>

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<b>Conduct of Staff</b>	Breach of Staff Code of Conduct	<ul style="list-style-type: none"> <li>• Allegation made to Head or governors.</li> <li>• Follow complaints procedure at school level.</li> <li>• Disciplinary procedure may be used.</li> </ul>	<ul style="list-style-type: none"> <li>• LA gives advice on disciplinary panels and action.</li> <li>• LA advised HT/Governors on operation, conduct and outcome of disciplinary investigations/hearings</li> </ul>
<b>Curriculum &amp; Assessment</b>	Complaints regarding Curriculum or Assessment	<ul style="list-style-type: none"> <li>• School procedures are used.</li> <li>• Complaint is made to the class teacher, then to their line manager, the Head and then to governors</li> </ul>	<ul style="list-style-type: none"> <li>• LA carries out its own investigation and reports to the appropriate external agency.</li> <li>• After all procedures are exhausted, parents can complain to Ofsted.</li> </ul>
<b>Student behaviour</b>	Complaints about a student's behaviour or about their exclusion for behaviour reasons.	<ul style="list-style-type: none"> <li>• School procedures are followed.</li> <li>• Complaint is made to the class teacher, YL, SLT then governors.</li> <li>• Appeal panel is set up for a permanent exclusion.</li> <li>• No appeal against fixed term exclusions though Chair of Governors can be asked to ensure correct procedures were applied.</li> </ul>	<ul style="list-style-type: none"> <li>• The LA will administer exclusion panels and advise on future school placement for the student.</li> <li>• Parents can appeal to an independent panel of the LA about correct procedures not being followed.</li> </ul>
<b>Admissions</b>	Non-offer of a school place.	<ul style="list-style-type: none"> <li>• Referred to LA</li> </ul>	<ul style="list-style-type: none"> <li>• LA administers the appeals process</li> <li>• Parent can appeal to an independent appeal panel.</li> </ul>
<b>SEN</b>	Not offered a place at the school, or the child's needs are not being met by the school.	<ul style="list-style-type: none"> <li>• A meeting between the parents, the school and the SEN department of LA is set up.</li> </ul>	<ul style="list-style-type: none"> <li>• LA SEN panel determine the outcome</li> <li>• Parent can appeal to the SEN tribunal.</li> </ul>

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	Complaints about the service provided by other providers who may use school premises of facilities		<ul style="list-style-type: none"><li>• Providers should have their own complaints procedure to deal with complaints about their service. They should be contacted direct.</li></ul>
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