

Highfield Humanities College

HIGHFIELD





Humanities College
"Working Together"

COMPLIMENTS, COMMENTS, COMPLAINTS POLICY

We aim to provide a supportive, friendly learning environment that promotes high achievement, a desire to learn and respect for others.

Highfield Humanities College is committed to high achievement, effective teaching and learning and good relationships between staff, pupils, parents and the wider community. The School promotes the knowledge, skills and attributes essential for adult life in a rapidly changing technologically based society. The wider community is embraced as a valued contributor to pupils' attainment and personal development.

Compiled by: G. Binns	
Adopted by: Governors- Staffing	Date: 1 st March 2010
Date Revised:	Date Ratified:
Policy to be updated: 1 / 2 / 3 / 4 / 5 years	Next Update Due: March 2012
DDA Compliant:  	

Compliments, Comments and Complaints Procedure

1.) Introduction

This policy is to enable anyone who feels they wish to make a compliment, comment or complaint about Highfield Humanities college in any aspect, including complaints against staff and curriculum complaints, Anyone should be offered every opportunity to report the circumstances openly and confidently to the School management in the assumption it will be received in a manner which reflects the caring nature of our school. All compliments, comments and complaints will be handled courteously, fairly, sympathetically and objectively within specified times limits and will be numbered and recorded. The information received is used by the management to prevent recurrence of causes of complaint and to pass on compliments and comments to those directly involved. All compliments, comments and complaints will be welcomed by the School and the information contained therein will be used to ensure continuous improvement.

2.) Objectives.

- (i) To enable anyone who experiences any aspect of our School to feel comfortable in the process of making a compliment, comment or complaint and be reassured by the outcome.
- (ii) To provide the School Management with information on areas where attention needs to be paid to Quality improvement.
- (iii) To use the outcomes of the procedure to improve the School's performance.

3.) Procedure:

The **aims** of the procedure are to:

- assist anyone to make a compliment, comment or complaint easily and comfortably;
- to record and evaluate all compliments and learn from good practice;
- to action, number and record and evaluate all comments and complaints;
- to encourage School Staff to treat comments and complaints seriously and positively to ensure a consistent customer oriented response;
- to empower School staff to take immediate appropriate action in response to a comment or complaint and, where necessary, defuse emotion;
- through regular feedback, to enable all School staff to learn about customer and client concerns, and action initiatives to improve our services.

Sensitive Issues:

If the Headteacher deems the comment or complaint to be of a sensitive nature, the investigation may be undertaken by the Headteacher to allow appropriate staff to provide support.

The following procedures cover all sources of complaints with the exception of those from School employees.

1. For pupils of the School, it is anticipated that they are aware and have availed themselves of their House Tutor, Pastoral Manager and/or Head of Faculty in order to resolve their concerns. However, there may be good reasons and/or particular circumstances why a student wishes not to follow this route and the School is happy to respond directly to student concerns via the Headteacher or member of the Leadership Group.
2. All complaints, from whatever source, should, when received, follow the complaints procedure which is administered via the School Office/Assistant Headteacher in conjunction with the Headteacher.
3. The initial recipient of the complaint should, in the first instance, courteously offer apologies on behalf of the School for the fact that the person has found it necessary to express dissatisfaction. Every effort should be made to secure immediate resolution of the problem and activate a recovery strategy.
If immediate resolution is successful, it is still important to ask that the person concerned is happy with the way things have been dealt with. A record should be kept on SIMS and on file.

4. It may be considered to involve the Headteacher immediately via the 'phone or by personal interview'. In these cases, the initial recipient should ensure a satisfactory hand-over to the Headteacher.

Judgement will be required in respect of each complaint to assess the most appropriate response to the particular set of prevailing circumstances.

5. If the complaint is not justified and/or the result of a misunderstanding, the complainant should have this carefully and courteously explained.

If this explanation is not accepted, the complainant should be advised of our formal complaints procedures. The complainant should be advised that they may inspect their complaint at any time.

6. Where immediate resolution is not possible, the complaint should be passed to the School Office/Assistant Headteacher and details recorded on a complaint form. A letter of acknowledgement and a copy of the complaint form should be sent to the complainant within two working days of the complaint being received. The Assistant Headteacher will then coordinate with the Headteacher to:

- a.) agree proposed action / investigation plan;
- b.) send details to appropriate member of staff;
- c.) draft response to complainant;
- d.) set up monitoring mechanism.

7. Investigation, response and draft response for complainant to be prepared by the appropriate Manager and returned to the headteacher within five working days.

8. Headteacher then to:

- a.) approve response / action to complaint (to be communicated to the complainant within three working days of receipt),
- b.) if necessary, action decision to prevent reoccurrence.

9. Assistant Headteacher to prepare monthly summary of complaints and forward to Headteacher, and Leadership Group.

10. Complaints are evaluated and reviewed by Management and Governors annually

11. Customer satisfaction will be evaluated through the process of a random annual survey to be conducted in the Summer Term

The following procedures cover all compliments and comments:

- the compliment or comment will follow the 'Compliments, Comments and Complaints' procedure upon receipt;
- The initial recipient of a compliment or comment should courteously thank the suggestor for their helpful input / feedback;
- It may be considered appropriate to notify the headteacher of a comment of immediate implementation / action is required;
- The compliment or comment should be passed to the Assistant Headteacher who will action the compliment or comment as per 'Compliments, Comments and Complaints' procedure. Those staff directly involved should be fully informed of the compliment or comment.
- The suggestor should be sent a letter of thanks by the Assistant Headteacher within 2 days.
- Follow up courtesy call to be made by the Assistant Headteacher within 10 working days.

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