

## Complaints Policy

# Policy Directive and Guidelines

### *Document Control & History*

| Version | Date  | Author        | Reviewer   | Summary of Changes/Notes                         | Issue Date |
|---------|-------|---------------|------------|--------------------------------------------------|------------|
| 1.0     | 7/19  | Dir Ops (Ed.) |            | States of Guernsey Review date June 2022         | 7/19       |
| 1.1     | 10/19 |               | A Hunt     | Formatting amendment in St Anne's School Colours |            |
| 1.2     | 11/21 |               | S Parrilla |                                                  |            |

*This policy will be reviewed in accordance with the States of Guernsey document control policy - original on [ConnectEd Intranet](#)*

## Convention on the Rights of the Child

At St Anne's School we respect the rights of the children and adults in our school, community and beyond and aim for each school policy to adhere to Articles from the UN's Convention on the Rights of the Child.

In this policy, we are working towards the following articles:

*Article 2: Rights apply to every child without discrimination*

*Article 3: Everyone who works with children should do what is best for each child*

*Article 28: Everyone has the right to an education.*

*Article 36: Every child has the right to be protected from things that could harm them*

## **Summary and guidance**

St Anne's School recognises that at times things can go wrong. This guidance will help you understand how to resolve concerns you may have about your child's education.

The school has procedures for dealing with concerns or complaints and we value any feedback about our services, including compliments and suggestions.

The school and its management committee have overall responsibility for ensuring the well-being of pupils and that all pupils receive an appropriate and high standard of education.

The Head is responsible for making decisions on a daily basis about the school's internal management and organisation. So you should contact the school if you are concerned about an issue such as:

- your child's academic progress
- special education needs provision
- your child's welfare
- bullying
- something that has happened in school

## **How do I complain to the school?**

First, we hope you will speak to the relevant member of staff as soon as you have a concern. This will usually be the class teacher. This informal approach is nearly always the quickest and most effective way of resolving your concerns.

If you feel that your concern has not been resolved, then it is important to speak to or write to the Head who will look into your concern.

A concern or complaint can be made in person, in writing or by telephone. If you wish to make your complaint in person, please make an appointment. Concerns and complaints can also be made by a third party acting on your behalf, as long as they have your consent to do so.

If, however, you wish to take your complaint further you need to put your concerns in writing to us. If the matter is urgent, please telephone the Director of Education, but you must ensure that this is

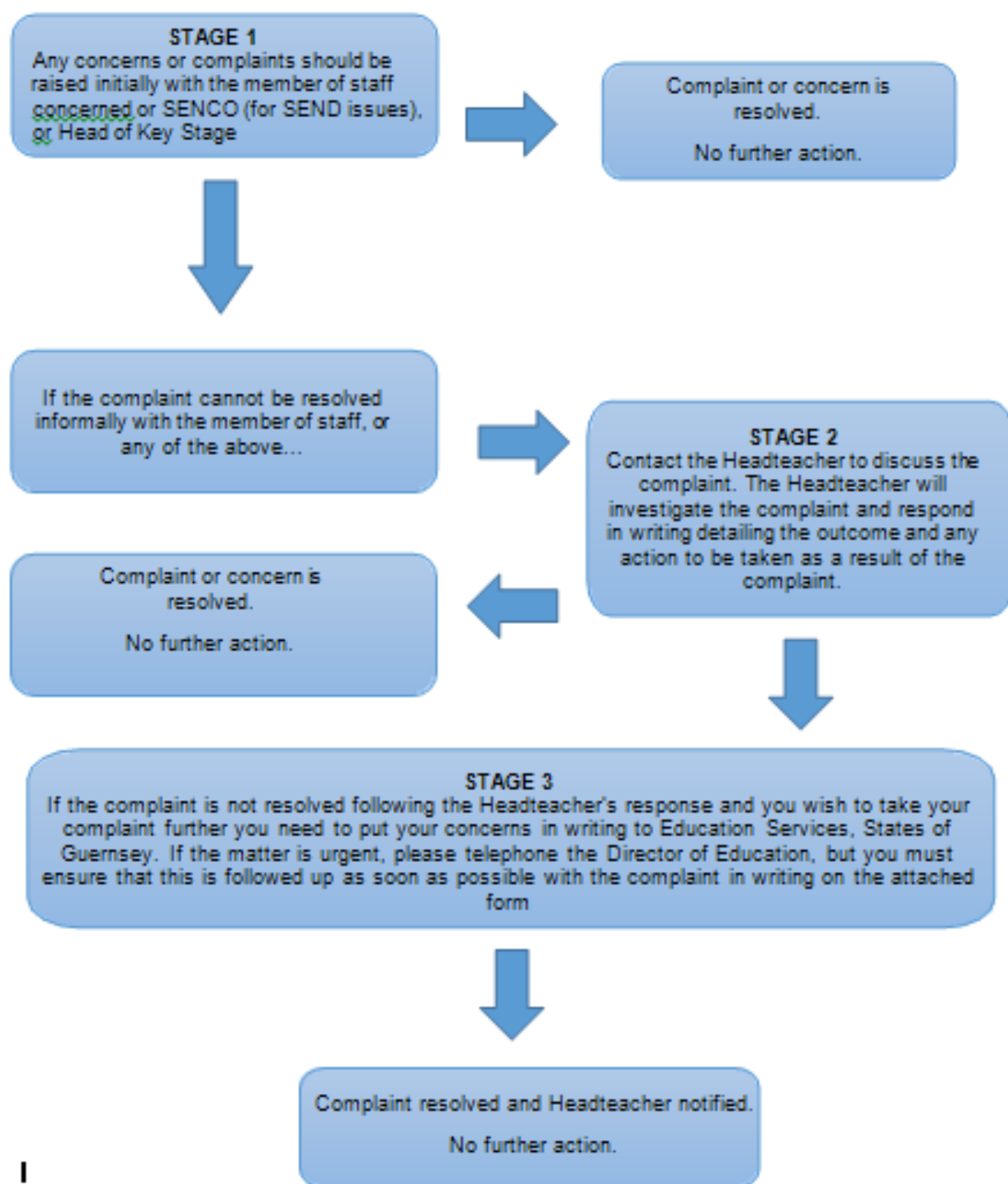
followed up as soon as possible with the complaint in writing.

By doing this you will ensure your complaint is dealt with in the most appropriate way by an experienced member of staff. You will be notified in writing of receipt of your complaint within a few days.

An Education Officer will be designated to deal with your complaint and will check that the Headteacher of your child's school has already been asked to try to resolve the situation.

The Education Officer will follow through the complaint to its conclusion and will keep you informed of the outcome.

## SCHOOL COMPLAINTS PROCEDURE FLOWCHART



# Complaints Form – for Stage 3

Full name: .....

Address: .....

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.....

Contact numbers: .....

.....

If applicable, name of child(ren) at school: .....

**Please give details of your complaint (continue over if necessary) including:**

1. What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to and what was the response?)
2. Your relationship to the school, e.g. parent, carer, neighbour, member of public
3. What actions do you feel might resolve the problem at this stage?
4. Are you attaching any paperwork? If so, please give details:

Signature: .....

Date: .....

When you have completed this form please print it, sign it and return it to The Director of Education, Education Services, Sir Charles Frossard House, La Charotterie, St Peter Port GY1 1FH Alternatively you can e-mail this form to [EducationSportandCulture@gov.gg](mailto:EducationSportandCulture@gov.gg)

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Official Use:  
Date acknowledgement sent:  
By Whom:  
Complaint referred to: \_\_\_\_\_ Date: \_\_\_\_\_