

Complaints Procedure

for the

Salisbury Diocesan Board of Education

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Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Introduction

If you have a complaint about the work of the Diocesan Board of Education, we would encourage all schools and parishes to follow this procedure in order that we can deal with your complaint in an effective manner.

This policy lays out the procedures that should be followed to address any concerns that you may have about a particular issue.

If you do not understand any part of this policy please do not hesitate to contact the Human Resources (HR) Manager responsible for complaints [alastair.king@salisbury.anglican.org](mailto:alastair.king@salisbury.anglican.org)

Please be assured that any complaint will be taken seriously and investigated fully and objectively, ensuring all relevant facts are taken into consideration.

If your complaint is about the HR Manager then you should address your concerns to the Deputy Director of Education, or if it is regarding the Director of Education please address your concerns to the Chairperson of the Board of Education care of the HR Manager

Principles of this Procedure

An effective complaints procedure shall:

1. Not exclude any group with protected characteristics under the Equality Act 2010 from making a complaint
2. Encourage resolution of problems by informal means wherever possible
3. Be easily accessible and publicised
4. Be simple to understand and use
5. Be impartial
6. Be non-adversarial
7. Allow swift handling with established time-limits for action and keeping people informed of the progress
8. Ensure a full and fair investigation by an independent person where necessary
9. Respect people’s desire for confidentiality, however this will not always be possible
10. Address all the points at issue and provide an effective response and appropriate redress, where necessary
11. Provide information to the organisation’s senior management team so that services can be improved (i.e. learning from feedback)
12. Have due regard to the principles of the Equality Act 2010 and how they impact upon the organisation and all whom it works with

Informal Stage

We encourage all schools and parishes to approach any member of staff in the first instance if they have a concern or complaint. In the event that this initial approach fails to resolves your complaint, the following procedure should be followed.

Formal Stage 1.

If you feel that your complaint has not been addressed at the informal stage, or is of such a nature you are unable to discuss your concerns with the individual concerned, you should put your complaint into writing, addressed to the Human Resources Manager, [alastair.king@salisbury.anglican.org](mailto:alastair.king@salisbury.anglican.org)

You will need to make clear:

1. the nature of your complaint
2. the name of the individual or individuals involved
3. the date to which the complaint relates
4. the action taken by you so far to explore the complaint with the DBE

You will also need to make clear:

1. What you would like to see happen to resolve the issue

The Human Resources Manager will acknowledge your complaint within 5 working days and allocate an independent, senior manager to review your case.

Investigation into a complaint

1. An investigation into the complaint will established what has happened so far and who has been involved.
2. A meeting will be arranged to ensure all the information relating to the complaint has been documented and to find out what action the complainant feels would put things right.
3. Everyone involved in the complaint will be interviewed, accompanied by a friend or companion, if they wish to ensure that all the facts of the complaint are fully understood.
4. Those involved in the complaint will be encouraged to say what actions they feel would remedy the situation at any time.
5. Notes will be kept of the discussions and all parties asked to sign the notes to show that they are an accurate record of the meeting.

Where possible the Senior Manager will review your complaint will within 10 working days.

In coming to a decision the Senior Manager will record all details of the complaint including:

1. Date of receipt of the complaint.
2. Summary of complaint
3. Action taken.
4. Ensure that staff members subject to a complaint are informed as soon as possible.
5. Brief notes of meetings and telephone calls with the progress of the complaint.
6. Minutes of any meetings.
7. Any written response.
8. Final outcome.
9. Learning from complaints.

All functions of the complaints procedure should be mindful of the requirements of the Data Protection Act, 1998 and the Freedom of Information Act, 2000

Where possible you should receive in writing of the outcome of your complaint within 20 working days.

If you feel that we are not able to resolve the problem or concern to your satisfaction, you are able to progress your complaint to Formal Stage two of the complaints procedure.

Formal Stage 2

If you feel that your complaint has not been satisfactorily resolved through Stage 1 of the complaints procedure, you can make a formal requests in writing to the Human resources Manager, [alastair.king@salisbury.anglican.org](mailto:alastair.king@salisbury.anglican.org) to progress your complaint to Stage 2, the HR Manager will ask either the Deputy Director of Education or Assistant Deputy Director of Education to review the case.

You should make clear:

1. why you feel your complaint has not been dealt with correctly
2. what you consider to be the underlying issues
3. what you consider are the unresolved issues you feel still need to be addressed

You will also need to make clear:

1. What you would like to see happen to resolve the issue

The Deputy Director or Assistant Deputy Director of Education will acknowledge your complaint within 5 working days.

The Deputy Director or Assistant Deputy Director of Education will need to understand the nature of your complaint and will look to clarify this with you. They will need to understand from you why you feel there are unresolved issues to your complaint.

Where possible the Deputy Director or Assistant Deputy Director of Education review your complaint will within 10 working days.

In coming to a decision the Deputy Director or Assistant Deputy Director of Education will review all details of the complaint including:

1. Original date of receipt of the complaint.
2. Summary of the original investigation
3. Any action that was taken.
4. Ensure that staff members subject to a complaint are informed as soon as possible.
5. Review the brief notes of meetings and telephone calls which were taken at the time of the investigation
6. Review any minutes of meetings.
7. Review any written response to the complainant.
8. Review the final outcome.
9. Re-interview any person involved with the complaint if necessary
10. Final outcome
11. Learning from complaints.

All functions of the complaints procedure should be mindful of the requirements of the Data Protection Act, 1998 and the Freedom of Information Act, 2000

Once the complaint has been fully investigated, those persons involved will be informed of the findings and suggested actions to remedy the situation. Areas of agreement between the parties will be highlighted and any misunderstandings clarified to create a positive atmosphere in which to discuss outstanding issues.

You should receive in writing of the outcome of your complaint within 20 working days.

If you feel that we are not able to resolve the problem or concern to your satisfaction, you are able to progress your complaint to the final stage of the complaints procedure.

Formal Stage 3

If you feel that your complaint has not been satisfactorily resolved at either Formal Stage 1 or 2 of the DBE complaints procedure, Stage three gives you the opportunity to take your complaint further.

You should make a formal complaint in writing to the HR Manager [alastair.king@salisbury.anglican.org](mailto:alastair.king@salisbury.anglican.org) outlining why you feel your concerns have not been appropriately addressed in either Formal stage 1 and 2 of this complaints procedure.

The HR manager will acknowledge your complaint within 5 working days.

The HR Manager will carry out a full review of the process, which may involve a desk top review of the paper work related to the case and interview with those persons involved in your complaint so far.

In coming to a decision the HR Manager will record all details of the complaint including:

1. Original date and subsequent referral to Formal Stages 1 and 2 of your complaint.
2. Review and summarise the investigations which have taken place for the Formal Stages
3. Review any action that was taken.
4. Ensure that all staff members subject to the complaint are informed as soon as possible.
5. Review all the brief notes of meetings and telephone calls which have taken place during each stage of the investigations
6. Review all the minutes of meetings that took place.
7. Review any written response to the complainant.
8. Review the final outcome at both Formal Stage 1 and 2.
9. Re-interview any person involved with the complaint if necessary
10. Final outcome
11. Report on any learning from complaints.

All functions of the complaints procedure should be mindful of the requirements of the Data Protection Act, 1998 and the Freedom of Information Act, 2000

Where appropriate the DBE HR Manager will review the complaint with one or more of the following: Director of Education and/or Trustees of the Board of Education.

The outcomes of the review into your complaint will be sent to you in writing within 20 working days. If we cannot get back to you straight away we will contact you to let you know the reason for the delay and give you a date when we will reply by.

The outcome of the stage 3 review into your complaint is final. The Chair of the Board of Education has the right to inform the complainant that the complaints procedure has been exhausted and the matter is now closed.

Please note, depending on the severity of your complaint the DBE reserve the right to escalate your complaint to any stage of this complaints procedure. You will be advised by the appropriate person if your complaint has been started at either Formal Stage 2 or 3 rather than Formal Stage 1.

If your complaint is about the DBE Senior Manager, HR Manager, Deputy Director of Education or Assistant Deputy Director of Education, please address your complaint to the Director of Education.

If your complaint is about the Director of Education, please address your complaint to the Chair of the Board of Education, care of the HR Manager.