

Making a complaint

This document summarises the school's procedures. It should be read in conjunction with the full Complaints Policy.

If you have a complaint...

You may be a parent or guardian.
You may be a pupil.
You may be a member of staff.
You may be a member of the local community.

Barry Comprehensive School will try to ensure that if you have a complaint it will be handled quickly and fairly. We will treat complaints as confidential to the parties involved. If the complaint is anonymous we reserve the right not to investigate it. A record will be kept of the complaint and its outcome. We will help complainants with a disability, or whose first language is not English.

Stage 1: the informal stage

Most complaints can be dealt with informally by a member of staff or by the Head. If you have a complaint contact the school and you will be given advice on how to take it further and whether or not it should be put in writing.

We will always try and resolve a complaint informally unless there are special circumstances.

Stage 2: the Head deals with the complaint

If stage 1 is not successful, or if justified by the nature of the complaint the matter will be investigated by the head if that is your wish. You may be asked to write down your complaint. A record will be kept of the complaint and its outcome and you will be advised in writing of the decision. If you are dissatisfied you may wish to refer the complaint to the Governors.

Stage 3: the Governors deal with the complaint

The Governors have a Complaints Committee which will hear the complaint. You will be invited to attend, with a supporter if you want. You will be asked to provide your complaint in writing with other evidence if relevant. The hearing will be recorded and the decision given to you in writing. This is the final stage though if you are unhappy about the governors' procedures you may tell the local education authority or the Welsh Assembly Government. We will tell you how to do this.

Special circumstances:

We have special provision for complaints involving allegations of criminality or abuse of children. There are also special procedures for complaints against the Head, the Chair or other governors. They are found in detail in our Policy Document.

We are waiting for further guidance from government on complaints involving pupils.

The way we handle complaints respects the guidance from the National Assembly in **Circular 3/2004**. You can get this from the Assembly web site (www.wales.gov.uk). There is a link to the school's Policy and the Circular on our own web site (www.barrycomp.com).

If you are uncertain about your entitlement, or unclear on any aspect of making a complaint, tell us and we will try to help. Alternatively, you can get advice from the Vale Council which is the local education authority (tel 01446 700111) or the Welsh Assembly Government.