



Complaints Procedure

Our school procedure has been written following guidance from the Children, Young People, Education and Skills (CYPES) Department. It ensures that we as a Government of Jersey school follow and are in line with the Government of Jersey [Customer Feedback Policy](#). The various steps of our school's Complaints Procedure outline the actions we will undertake to respond to concerns and complaints in line with Stages 1 and 2 of this government policy.

Who can make a complaint?

The procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Hautlieu School about any provision of facilities or services provided. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), the school will use this complaints procedure.

The difference between a concern and a complaint

Concerns	Complaints
A concern may be defined as ' <i>an expression of worry or doubt over an issue considered to be important for which reassurances are sought</i> '.	A complaint may be defined as ' <i>an expression of dissatisfaction about actions taken or a lack of action</i> '.
These are normally dealt with by class teachers or support staff.	These are normally dealt with by school leaders.
We do not keep formal records of concerns.	We keep records of all complaints.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of our School Complaints Procedure. Hautlieu School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, the school will respect your views and refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the school will refer you to another staff member. The member of staff may be more senior but does not have to be; the ability to consider the concern objectively and impartially is more important.

However, as a school we understand that there are occasions when people would like to raise their concerns formally. In this case, Hautlieu School will initially attempt to resolve the issue internally, through the steps outlined within this procedure.

Overview

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of the complainant, as long as they have the complainant's consent to do so.

Concerns should normally be raised with the member of staff concerned. However, sometimes it may be more appropriate to contact, the Mentor, Academic Head of Year or Head of Department or Faculty whose contact details can all be found on the school website. Hautlieu School staff will always seek to provide an initial response to any concerns received within 2-3 working days wherever possible.

If the issue remains unresolved following this initial contact, the next step is to make a formal complaint as outlined below.

Complainants should not approach individual governors to raise concerns or complaints. The school governors have no power to act on an individual basis and it may also prevent them from considering complaints at a later stage of the procedure.

Complaints against school staff, with exception of the Headteacher, should be made in the first instance, to the Headteacher via the school office. Please mark them as Strictly Private and Confidential. If the complaint involves an allegation against a staff member then the Headteacher will follow the 'CYPES Managing Allegations Against Staff or Volunteers in Nurseries, Schools, Colleges and Education Settings' procedure [P Managing Allegations Against Staff or Volunteers in Nurseries Schools Colleges and Education Settings 20231023DP.pdf](#).

Complaints that involve, or are about, the Headteacher should be directed to the Department of Children, Young People, Education and Skills education@gov.je or on 01534 445504. Please mark all correspondence as Strictly Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the Clerk of the Governing Body via the school office. Please mark them as Strictly Private and Confidential.

In accordance with the Discrimination (Jersey) Law 2013, the school will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations. All complaints will be handled confidentially.

Anonymous complaints

Hautlieu School will not normally investigate anonymous complaints. However, the Headteacher will determine whether the complaint warrants an investigation.

Vexatious complaints

Hautlieu School is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. The school will not normally limit the contact complainants have with the school. However, any unreasonable behaviour (that which is abusive, offensive or threatening to staff) and which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, will be dealt with by the Headteacher.

Time scales

It is important that a complaint is made as soon as possible but generally a complaint should be made:

- within 12 months of the date when the service was provided or the event being complained about occurred;
OR
- within 12 months of becoming aware of the event / subject matter.

However, Hautlieu School will consider complaints made outside of this time frame if the complaint involves a disclosure of a safeguarding nature.

Complaints received outside of term time

Hautlieu School will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Scope of this Complaints Procedure

This procedure covers all complaints about any provision or services by Hautlieu School, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<ul style="list-style-type: none">• Admissions to schools	If a request has been made for a school admission and the request has been denied, you have the right to appeal. Appeal requests can be made by emailing education@gov.je or by writing to the Education Department. For further details please see the admissions information on the Government website
<ul style="list-style-type: none">• Assessments of Special Educational Needs	Concerns or complaints about provision should be addressed using our school complaints policy. However, if your child has a Record of Need and you wish to appeal the content of the assessment or the educational arrangements offered, you have 15 days in which to make a written appeal to the Education Minister. Please see the Government website for details.
<ul style="list-style-type: none">• School re-organisation proposals	Please contact the Education Department by emailing education@gov.je or in writing.

<ul style="list-style-type: none"> • Matters likely to require a Child Protection Investigation 	<p>Complaints about child protection matters are handled under our Safeguarding Policy and in accordance with relevant statutory guidance.</p> <p>If you have serious concerns, you may wish to contact:</p> <ul style="list-style-type: none"> • The Designated Safeguarding Officer for CYPES (who has responsibility for safeguarding across Jersey schools) on 01534 445504 • or the Children and Families Hub on 01534 519000
<ul style="list-style-type: none"> • Exclusion of children from school* 	<p>Further information about raising concerns about exclusions can be found on the School exclusion pages of the Government website.</p> <p><i>* If the complaint is about the application of the school's behaviour policy this can be made through the Hautlieu School complaints procedure</i></p>
<ul style="list-style-type: none"> • Whistleblowing 	<p>Please see the government of Jersey's Whistleblowing Policy</p>
<ul style="list-style-type: none"> • Staff grievances 	<p>Complaints from staff will be dealt with under the government's internal grievance procedures.</p>
<ul style="list-style-type: none"> • Staff conduct 	<p>Complaints about staff will be dealt with under the Government of Jersey's internal procedures, if appropriate.</p> <p>Complainants will not be informed of any action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.</p>
<ul style="list-style-type: none"> • Complaints about services provided by other providers who may use school premises or facilities 	<p>Providers should have their own complaints procedure to deal with complaints about service. Please contact them directly.</p>
<ul style="list-style-type: none"> • Jersey Curriculum - content 	<p>Please contact the Education Department on education@gov.je</p>

If other bodies are investigating aspects of the complaint, for example the police, Jersey's safeguarding teams or tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Hautlieu School in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Resolving complaints

At each step in the procedure, Hautlieu School wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, Hautlieu School will ask them to confirm this in writing.

How to make a complaint

Stage 1

Formal complaints should be made to the appropriate member of staff. This may be done in person, in writing, or by telephone.

Hautlieu School aims to respond to Stage 1 complaints as soon possible and within 5 working days from the date of receipt.

Within our response, the school will decide the appropriate line manager/leader to investigate the complaint and they will seek to contact the complainant. They will want to:

- clarify the nature of the complaint,
- ask what remains unresolved,
- ask what outcome you would like to see.

The line manager/leader you are dealing with can then consider whether a face to face meeting is the most appropriate way of doing this.

During their investigation, the line manager/leader will:

- if necessary, interview those involved in the matter and/or those complained of,
- keep a written record of any meetings/interviews,
- keep the complainant updated at regular intervals.

Depending on the nature of the complaint the school may not be unable to meet the 5 working days deadline, in which case we will provide the complainant with an update and revised response date. At the conclusion of the investigation, the school will provide a formal written response.

The response will detail the actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Hautlieu School will take to resolve the complaint.

The letter or email will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

Stage 2

If the complainant is dissatisfied with the outcome at Stage 1 and wish to take the matter further, they can escalate their complaint to Stage 2. This may be done in person, in writing or by telephone to the school office.

A senior leader will contact the complainant as soon as possible and within 10 working days from the date of the request to escalate to Stage 2 to explore the reasons for wanting to take the matter further. They will then reconsider all or some of the complaint and all the evidence gathered at Stage 1. They will then consider how effectively school policies and procedures have been followed and, if necessary, gather further evidence to review the decision(s) made.

The senior leader can then:

- uphold the complaint in whole or in part,
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the senior leader will:

- decide on the appropriate action to be taken to resolve the complaint.

The senior leader will then contact the complainant to detail the actions taken to re-consider the complaint and provide a full explanation of the decision made and the reason(s) for it. The letter or email they send will advise the complainant on how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

If the complainant remains dissatisfied, and wishes to take the matter further, it may be appropriate that the actions taken during Stage 2 be re-considered by the Headteacher. If the complainant wishes, they can request this.

The Headteacher will arrange a time to contact the complainant to discuss their reasons for wanting them to reconsider the actions taken. This may be done in person, in writing or by telephone to the school office.

If appropriate, the Headteacher may repeat some or all of the actions of Stage 2.

Having reconsidered the evidence gathered and processes followed, the Headteacher will then contact the complainant to share their findings. The letter or email they send will:

- detail their actions and provide a full explanation of the decision made and the reason(s) for it
- explain whether the complaint has been upheld in part or in full
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future
- advise the complainant of their right to escalate their complaint should they remain dissatisfied with the outcome of Hautlieu School's internal complaints procedure, to Stage 3

Stage 3

If, having received the outcome of Stage 2, the complainant is still dissatisfied they may escalate their complaint to the Department of Children, Young People, Education and Skills

education@gov.ie or on 01534 445504. Please mark all correspondence as Strictly Private and Confidential. This is the final stage of the school's complaints procedure.

Roles and Responsibilities:

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

The line manager/leader investigating the complaint

This person's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
 - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
 - interviewing staff and children/young people and other people relevant to the complaint
 - consideration of records and other relevant information
 - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.

The line manager/leader investigating the complaint should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report that sets out the facts, identifies solutions and recommends courses of action to resolve problems. Senior leaders / the Headteacher will then determine whether to uphold or dismiss the complaint. The school will communicate that decision to the complainant, providing the appropriate escalation details.