**Statement**

* Canolfan Addysg Conwy and the Management Committee will have regard to Welsh Government guidance in relation to all complaint procedures

**Principles:**

* Fairness to all parties and applied consistently
* Quick and effective resolution
* Meet timescales recommended by the guidance
* Through investigation
* Confidentiality
* Appropriate support for pupils making complaints
* All parties kept informed throughout process
* Treat anonymous complaints in the same way as any other if it involves an allegation of criminal matter or child protection.
* Any withdrawal of complaint to be acknowledged by letter and recorded
* Clear roles and responsibilities for those involved
* All complaints to be recorded and retained for 3 years
* The Management Committee to receive yearly reports summarising key trends and issues on complaints.

Most questions that parents and young people may have about the running of the school will be answered in the information that Canolfan Addysg Conwy routinely provides. Canolfan Addysg Conwy welcomes the raising of any questions or concerns which go beyond these matters.

Canolfan Addysg Conwy recognises that lessons can be learnt and procedures improved as a result of individual complaint cases and the monitoring of long term trends.

Any third party using the school premises or offering activities and services will be asked to have their own complaints procedures in place.

On receipt of a complaint staff will discuss the content with either the Headteacher or Assistant Headteacher. If appropriate the staff member will respond to the complainant within the recommended timescales.

**The Assistant or Headteacher**

The HT/AHT will ensure all staff are aware of their roles and responsibilities within the complaints procedure. The AHT/HT will take appropriate steps to resolve complaints at stages 1 and 2. The AHT/HT will record all complaints and present appropriate reports and recommendations to the Management Committee.

**The Management Committee**

The Management Committee has responsibility for hearing curriculum complaints, adjudicating and deciding on an action to be taken against Curriculum complaints.

**The Local Authority**

The LA have a statutory role in resolving complaints about Canolfan Addysg Conwy.

**The Welsh Government (WG)**

If the complainant is dissatisfied about the procedures used by the School to address a complaint they can ask the WG to consider its actions. The WG will not normally investigate an issue until the complainant has first pursued it under the school’s published procedures.

**The Procedures of Dealing with Complaints**

**Stage 1 –**

The complaint may be made in writing or verbally. The complaint may be made to any member of staff or the AHT/HT. A member of staff receiving the complaint will notify the AHT/HT. The AHT/HT will ensure that every effort is made to resolve the complaint at this stage.

**Stage 2 –**

At Stage 2 it is good practice to receive the complaint in writing so that the substance of the matter is clear. On receipt the AHT/HT will acknowledge the complaint in writing. The complaint will be investigated and the result will be conveyed in writing to the complainant.

**Stage 3 –**

If the complainant is not satisfied with the outcome of the consideration by the AHT/HT **or** that the complaint is in regard to the Headteacher then the complaint should be passed onto / made to the Social Inclusion Manager to consider the matter.

**Stage 4 –**

The Social Inclusion Manager or complainant may contact the Head of Education at the Local Authority if the matter has not been resolved.

**Timescales for dealing with complaints**

Canolfan Addysg Conwy will strive to follow the recommended timescales outlined in the WG Guidance.

* Stage 1 – response within 10 school days.
* Stage 2 – response within 10 school days.
* Stage 3 – response within 15 school days.
* The Local Authority will strive to undertake Stage 4 response within 10 school days.

**Recording and monitoring complaints**

Canolfan Addysg Conwy will record and monitor all complaints according to the processes described within the guidance. The records will be kept for 3 school years.

**Implementing action arising from the resolution of complaints or from monitoring trends.**

Canolfan Addysg Conwy recognises that lesson can be learnt and procedures improved as a result of individual complaint cases and the monitoring of long term trends. The Management Committee will receive yearly reports summarising key trends and issues on complaints. Any action/s taken as a result of the analysis of complaints will be identified in the annual report to parents.

Date Policy Agreed……………………………..

Signed Chair of the Management Committee………………………………………………………………………..