



OPPICE Performing Arts School

CONCERNS/COMPLAINTS POLICY

Policy written	December 2010
Staff Responsible:	K. Lane (Assistant Headteacher)
Initial discussion with Governors	February 2011
Approval of policy by Governors	February 2011
Review Date:	February 2012

OUR AIM

It is our aim to avoid the need for concerns or complaints through our care for the welfare and development of all students. However, in a growing school of 900 students and over 70 staff, it is possible that some concerns will arise.

At Coppice Performing Arts School we seek continuously to improve the way we work and the quality of service we offer.

WE AIM TO:

STANDARD 1 - Answer your letters clearly within 5 working days.

STANDARD 2 - See you within 5 minutes of any pre-arranged time for appointments at Coppice Performing Arts School.

STANDARD 3 - Provide comprehensive information about our services.

STANDARD 4 - Consult our user's regularly about services and report the findings.

STANDARD 5 - Have a complaints procedure, which is given to all our new users, and is available on request.

STANDARD 6 - Take all reasonable steps to make services available to everyone.

Procedure for parental complaints

When students first enter the school, parents are given guidance on the procedure for expressing their concerns or complaints.

If a parent has a concern or complaint, the best person for them to contact is their child's Academic Tutor or Head of House.

Heads of House & Assistant Heads of House are:

Head of Bantock	Miss S McKenna	Assistant Head of Bantock	Mr C Rowley
Head of Chillington	Mrs K Rhodes	Assistant Head of Chillington	Mrs S Smith
Head of Moseley	Mr M Dodd	Assistant Head of Moseley	Miss L Willetts
Head of Wightwick	Mr M Dowson	Assistant Head of Wightwick	Mrs L Holdcroft

Parents may contact their Academic Tutor/Head of House by telephone, letter or by writing a comment in their child's planner.

In an emergency, parents may come to the school directly, and where possible a telephone call made first, to avoid unnecessary waiting.

In the unlikely event of an unresolved problem, parents have the right to contact:

Mrs J Fletcher	Headteacher
Mr W Brisco	Chair of Governors C/o Coppice Performing Arts School Ecclestone Road Wednesfield WOLVERHAMPTON WV11 2QE
Governors Support Team	Children and Young People Wolverhampton City Council Jennie Lee Centre Lichfield Road Wednesfield Wolverhampton WV11 3HT

If, after the Governors have dealt with your complaint, you are still unhappy with the decision and feel that the Governing Body have acted unreasonably, you can contact Pupil and Student Services for further guidance:

Pupil and Student Services	Children and Young People Wolverhampton City Council Civic Centre St Peter's Square Wolverhampton WV1 1RR
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Phone: 01902 554105

E-mail: schoolbasedcomplaints@wolverhampton.gov.uk (insecure)

If, after the above methods, you are still not satisfied with the response, as part of Wolverhampton City Council participation in a 12 month pilot scheme (commencing September 2010), you can refer your complaint to 'The Local Government Ombudsman' for further investigation:

The Local Government Ombudsman	PO Box 4771 Coventry CV4 0EH
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Website: www.lgo.org.uk