

COMPLAINTS ABOUT MEMBERS OF STAFF

These will usually be dealt with under the Schools Complaints Procedures, except where allegations relate to criminal activity, financial or accounting irregularities, or allegations relating to the abuse of children. Headteachers/Chairs of Governors should seek advice from the Schools HR Team and/or Diocesan Church Authority Officer.

If the complaint is about a member of staff he/she will:

- be informed in detail of the complaint;
- be provided with a copy of any written complaint;
- be invited to respond and make a statement;
- be reminded they may seek advice from their professional association/ union or other adviser before responding;
- be given a copy of the complaints procedure;
- be advised of any response/explanation to be made to the complainant;
- be advised of whether the complainant accepts the response;
- be offered appropriate counselling or guidance; and
- be informed when the complaint is resolved, of any subsequent actions intended, including any action under the disciplinary and competence procedures.