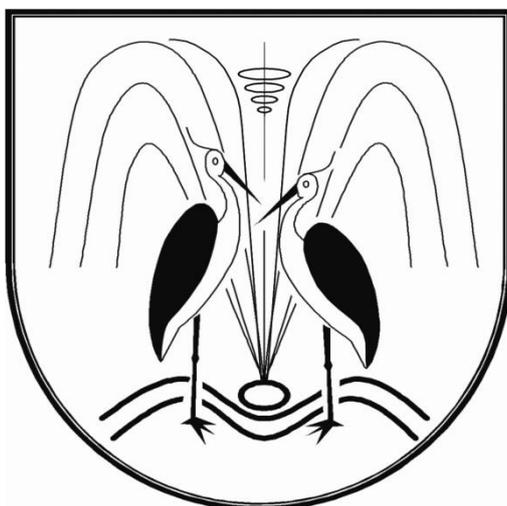


Bassingbourn Village College



Complaints Policy

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Introduction

This guidance and complaints procedure, developed in consultation with all stakeholders, is a good practice guide that will apply to general complaints received by schools and is based on the Cambridgeshire County Council Recommended Complaints Procedures for Schools document October 2012. Its aim is to seek a resolution to any complaint and to maintain or restore positive relationships.

This policy describes the procedure to be followed when complaints are made by parents/carers and others about the conduct of the school or the actions of any member of staff or Governing Body. It is in line with the recommendations in the DfE guidance *School Complaints Procedures*, 2011. It is the responsibility of the school to manage its own complaints and the local authority has no over-riding role other than to give advice, except in the circumstances outlined overleaf.

These types of complaints are subject to other statutory procedures that are separate from this general complaints procedure:

Complaint by a member of College staff	School Grievance Procedure. For further information contact the College.
Pupil Exclusion	Right to make representations about fixed term exclusion to Governors' Pupil Discipline Committee. Right of appeal to independent panel for permanent exclusion. For further information contact the County Inclusion Manager on 01223 706342.
Admission to school	Local authority policy on school admissions with right of appeal to independent panel if admission refused. For further information contact the County Admissions Team on 01223 699200/699662.
Child Protection/Safeguarding	Cambridgeshire Safeguarding Children Board procedures apply. For further information contact The Child Protection helpline on 0345 045 5203.
Statements of Special Educational Need (SEN)	Local Authority statutory assessment procedures apply if a parent requests a statement. Right of appeal to independent SEN Tribunal. For further information contact the Statutory Assessment and Resources Team on 01480 372600.

PART 1: DEALING WITH COMPLAINTS

1.1 Initial Concerns

Schools need to be clear about the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints.

These key messages deal with complaints but the underlying principle is that concerns ought to be handled, if at all possible, without the need for formal procedures. The requirement to have a complaints procedure need not in any way undermine efforts to resolve the concern informally. In most cases the class teacher will receive the first approach. Concerns need to be treated seriously and courteously and given the time necessary for the complainant to feel that the matter has been dealt with properly. It would be helpful if staff were able to resolve issues on the spot, including apologising where necessary.

Parents/carers and others should raise concerns with the child's form tutor, College Achievement Leader, or Head of Department, whoever is most appropriate. All colleagues involved in informal concerns will keep written records. Every effort will always be made to resolve the problem at this informal stage, including, possibly, the offer of a conciliation meeting.

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

Parents can request support from the Education Adviser Team in writing their complaint, and in following the formal procedure, by phoning 01223 706399.

1.2 The Policy's Guiding Principles

Our Complaints Procedure:

- Is **simple** to understand and use;
- Encourages resolution of problems by **informal** means wherever possible;
- Is easily **accessible** and **publicized**;
- Enables **swift** handling within established **time-limits** for action
- Ensures progress is communicated effectively
- Ensures a full and **fair** investigation by an independent person **where** necessary;
- Is **impartial**;
- Is **non-adversarial**;
- Respects people's desire for **confidentiality**;
- Addresses all the points at issue, with provision of an **effective** response and **appropriate** redress, where necessary;
- Provides **information** to the College's Senior Management Team/Governing Body so that services can be improved.

1.3 Investigating Complaints

It is suggested that at each stage, the person investigating the complaint makes sure that they:

- establish what has happened so far, and who has been involved;
- clarify the nature of the complaint and what remains unresolved;
- meet with the complainant or contact them (if unsure or further information is necessary);
- clarify what the complainant feels would put things right;
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- conduct the interview with an open mind and be prepared to persist in the questioning;
- keep notes of the interview.

1.4 Resolving Complaints

At each stage in the procedure schools will want to keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that the event complained of will not recur;
- an explanation of the steps that have been taken to ensure that it will not happen again;
- an undertaking to review school policies in light of the complaint.

1.5 Persistent Complaints

If properly followed, a good complaints procedure will limit the number of complaints that become protracted. However, there will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the chair of the GB is able to inform them in writing that the procedure has been exhausted and that the matter is now closed.

If persistent complaints continue, it may be appropriate to address these through the Persistent Complaints and Harassment Procedure articulated in Appendix D.

1.6 Time Limits

Complaints need to be considered, and resolved, as quickly and efficiently as possible. An effective complaints procedure will have realistic time limits for each action within each stage (within ten school working days). However, where further investigations are necessary, new time limits can be set and the complainant sent details of the new deadline and an explanation for the delay.

PART 2: THE FORMAL COMPLAINTS PROCEDURE

The Stages of Complaints

2.1 Stage One: Complaint Heard by Principal

When they express an interest in making a formal complaint, parents/carers will be given a copy of the complaints -procedure and reminded of the ten school working day time limits included in the process.

Formal complaints should be made in writing, should state clearly that a formal complaint is being made and will normally be investigated, in the first instance, by **the Principal or designated senior manager**, who will provide a response (See Appendix A).

If a complainant has difficulties in the writing of a formal complaint, s/he will be referred to Cambridgeshire County Council's Schools Helpline (01223 706399) for assistance.

If the complaint directly concerns the Principal complainants will contact, in writing as above, the Chair of Governors, who will investigate the complaint (See Stage Two).

Any other governors in receipt of complaints will refer them to the Principal or the Chair of Governors, as appropriate, and will not, themselves, become further involved.

If the Principal considers that the complaint is complex, for example, if it contains many different elements, or may have a legal dimension, s/he will refer it to the College's Education Adviser for possible support.

In some cases, a complaint may lead to disciplinary action against an individual, for which there are separate procedures. If this is the case the complainant will be informed that the complaint will be pursued through disciplinary action. Under the Governing Body's disciplinary procedures, the outcome of these procedures is confidential.

The investigator will aim to complete the investigation and respond to the parent within ten working school days. If they cannot provide a full response within ten working school days then they will write to the complainant explaining this and giving a date by which they will provide a full response.

If the complainant is dissatisfied with the Principal's response, s/he may contact the Chair of Governors (See Stage Two).

2.2 Stage 2: Complaint Heard by Chair of Governors

The Chair of Governors will determine a method of further investigation and provide a formal response to the complainant using the template in Appendix B.

If the Chair of Governors feels that it would not be appropriate for him/her to investigate the complaint, s/he may delegate the Vice-Chair of the Governing Body or another governor to carry out the task and report confidentially to him/her. The complainant will receive a written response to his/her complaint using the template in Appendix B.

When receiving the results of an investigation into a formal complaint carried out by/on behalf of the Chair of Governors, complainants should be informed of their right to request a review by a Panel of the Governing Body (Stage Three) and reminded that the time limit for requesting a review hearing is ten working school days from the date of receiving feedback from the investigation.

A formal complaint against a governor other than the Chair should be referred to the Chair, who will investigate and then decide on any appropriate action. In extreme cases this might include making a recommendation to the Governing Body about possible suspension (See *A Governor's Guide to the Law*).

2.3 Stage 3: Complaint Heard by Governing Bodies Complaints Appeal Panel

If complainants are not satisfied with the complaints process at Stage 2 or there is additional compelling evidence they may ask for the complaint to be reviewed by the Complaints Appeal Panel of the Governing Body. This panel will be composed of three or five members of the College's Governing Body who have no connection with the issues under review and one person independent of the management and running of the Academy. The panel may choose their own chair. The proposed date for the Panel to provide a response following the Review should normally be communicated to the complainant within ten working school days of receipt of the request for the Review.

The complainant and the College will be invited to submit any further written submissions which will be limited to outlining

- How the complaints process was not followed as set out in the policy
- Any additional compelling evidence

The complainant will be invited to attend the panel meeting and they may be accompanied if they wish.

The Committee will decide if the complaint has merit by reviewing the written information and any written submissions provided by any party, and will make any recommendations it feels appropriate to enable resolution of the matter. The outcomes of this panel review will be communicated in writing to both sides by the Chair of the Panel within ten working school days of the review, with reasons for the outcomes.

In the event of a formal complaint being made against the Chair of Governors, the complaint will be reviewed by the Grievance Panel/Hearings Committee of the Governing Body. The Committee will decide if the complaint has merit by reviewing the written information and will make any recommendations it feels appropriate to enable resolution of the matter. The outcomes will be communicated in writing within ten working school days to both sides by the Chair of the Panel, with reasons for the outcomes given.

The Review should normally take place within thirty working school days of receipt of the request. If this is not possible, the complainant will be informed of the review date.

The panel may request an Education Adviser from the local education authority to attend the meeting, to support the process.

2.4 The Remit of The Complaints Appeal Panel

The panel can:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the College's systems or procedures to ensure that problems of a similar nature do not recur.

There are several points which any governor sitting on a complaints panel needs to remember:

- a. It is important that the appeal hearing is independent and impartial and that it is seen to be so. No governor may sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it. In deciding the make-up of the panel, governors need to try and ensure that it is a cross-section of the categories of governor and sensitive to the issues of race, gender and religious affiliation.
- b. The hearing will be held in private and is a confidential meeting. The aim will always be to resolve the complaint and achieve reconciliation between the College and the complainant. However, it has to be recognised the complainant might not be satisfied with the outcome if the hearing does not find in their favour. It may only be possible to establish the facts and make recommendations which will satisfy the complainant that his or her complaint has been taken seriously.
- c. The governors sitting on the panel need to be aware of the complaints procedure. The Governors will be considering written representation only.

Under this complaints procedure there is no provision for further appeal beyond Stage Three. The final course of action available to complainants is to write to the Secretary of State for Education at Sanctuary Buildings, Great Smith Street, Westminster, London SW1P 3BT to ask for their case to be reviewed (See Appendix C).

If, at any point, the complainant, having exhausted the complaints procedure, attempts to re-open the same complaint, s/he will be informed in writing that the procedure has been exhausted and that the matter is now closed.

Reports will be made to the Governing Body on the number/nature of formal complaints lodged, but only after such complaints are fully closed.

Appendix A

Stage One: Sample letter of Outcomes from Principal

Dear <insert name>

I acknowledge receipt of your letter dated <insert date>.

Further to our meeting on <insert date>, I wish to confirm the outcome of my investigation into the matter.

<Insert summary of discussion and outcomes>

I have investigated your complaint by:

-
-
-

I found the following:

-
-
-

Further action/Recommendations:

-
-

I hope that you are satisfied that your concerns have been dealt with appropriately. You have the right to progress to the second stage of our complaints procedure if you remain dissatisfied. If so, please write to the Chair of Governors, c/o the College, within 10 working days of receiving this letter.

For independent information and advice on how to proceed with your concern please contact the County Education Advisers Team on 01223 706399.

Thank you for the time you have taken in conveying your concerns to the College. We value your comments.

Yours sincerely

xxx

Appendix B: Stage Two Sample letter of outcomes from Chair of Governors, or Nominated Governor

Dear *<insert name>*

Further to our meeting on *<insert date>* **OR** Further to your letter dated *<insert date>* I have now had an opportunity to investigate your concerns and am able to report the following:

<insert a summary of concerns raised, investigation and outcomes>

I hope that you are satisfied that your concerns have been dealt with appropriately. You have the right to progress to the third stage of our complaints procedure if you remain dissatisfied. If so, please write to the Chair of Governors, c/o the College, within 10 working days of receiving this letter.

For independent information and advice on how to proceed with your concern please contact the County Education Adviser Team on 01223 706399.

Thank you for the time you have taken in conveying your concerns to the College. We value your comments.

Yours sincerely

xxx

Appendix C: Stage Three Letter of outcome from Appeal Panel Meeting

Dear *<insert name>*

I am writing to let you know the conclusions and recommendations we reached at the Stage Three Panel meeting.

<insert summary of conclusions and recommendations>

A record of your complaint will be kept on file by the College.

Should you remain concerned that the governors have acted or are proposing to act unreasonably, or that the Governing Body has failed to discharge its duties under legislation, the final course of action available to you is to write to the Secretary of State for Education at Sanctuary Buildings, Great Smith Street, Westminster, London SW1P 3BT to ask for your case to be reviewed.

It is the panel's hope that you will feel that your complaint has been reviewed fairly and that all issues have been investigated appropriately.

Yours sincerely

<insert name>

Chair of the Complaints Appeal Panel

cc Principal *<insert name of school>*

APPENDIX D

Persistent complaints and harassment procedure

1. Aims of the policy

- To uphold the standards of courtesy and reasonableness that should characterise all communication between the College and persons who wish to express a concern or pursue a complaint.
- To support the well-being of pupils/students, staff and everyone else who has legitimate interest in the work of the College, including governors and parents.
- To deal fairly, honestly and properly with persistent complainants and those who harass members of staff in College while ensuring that other stakeholders suffer no detriment.

2. Human Rights

2.1 In implementing this policy the College will seek to ensure that its actions are in accordance with its obligations under the Human Rights Act 1998 and the Convention Rights embodied within it in order to protect the Human Rights of both persistent complainants and all other stakeholders.

3. Who is a persistent complainant?

3.1 For the purpose of this policy, a persistent complainant is a parent/carer or member of the public who complains about issues, either formally or informally, or frequently raises issues that the complainant considers to be within the remit of the College and whose behaviour is unreasonable. Such behaviour may be characterised by:

- a) actions which are obsessive, persistent, harassing, prolific, repetitious and/or
- b) prolific correspondence or excessive e-mail or telephone contact about a concern or complaint
- c) an insistence upon pursuing unmeritorious complaints and/or unrealistic or unreasonable outcomes
- d) an insistence upon pursuing meritorious complaints in an unreasonable manner

3.2 For the purpose of this policy, harassment is the unreasonable pursuit of such actions as in (a) to (d) above in such a way that they:

- a) appear to be targeted over a significant period of time on one or more members of College staff and/or
- b) cause ongoing distress to individual member(s) of College staff and/or
- c) have a significant adverse effect on the whole/parts of the College community and/or
- d) are pursued aggressively

3.3 Actions or behaviour that fall into any of the categories described in 3.1 and 3.2 above, or any other harassing or persistently unreasonable behaviour, may render an individual liable to become subject to this Policy.

4. Parents' expectations of the College

4.1 Parents/carers/members of the public who raise either informal or formal issues or complaints with the College can expect the College to:

- a) regularly communicate to parents/carers in writing (i) how and when problems can be raised with the College, (ii) the existence of the College's complaints procedure and (iii) the existence of the Persistent Complaints/Harassment Policy
- b) respond within a reasonable time
- c) be available for consultation within reasonable time limits bearing in mind the needs of the pupils/students within the College and the nature of the complaint
- d) respond with courtesy and respect
- e) attempt to resolve problems using reasonable means in line with the College's complaints procedure, other policies and practice and in line with guidance and advice from Cambridgeshire County Council
- f) keep complainants informed of progress towards a resolution of the issues raised

5. The College's expectations of parents/ carers/members of the public

5.1 The College can expect parents/carers/members of the public who wish to raise problems with the College to:

- a) treat all College staff with courtesy and respect
- b) respect the needs and well-being of pupils/students and staff within the College
- c) avoid any use, or threatened use, of violence to people or property
- d) avoid any aggression or verbal abuse
- e) recognise the time constraints under which members of staff in schools work and allow the College a reasonable time to respond
- f) recognise that resolving a specific problem can sometimes take some time
- g) (in the case of a complaint) follow the College's complaints procedure

6. The College's actions in cases of persistent complaint or harassment

6.1 The College will take the following consecutive steps as necessary if the complainant's behaviour is not modified:

- a) inform the complainant in writing that his/her behaviour is now considered by the College to have become unreasonable/unacceptable and warn of further sanctions under the Policy (Model Letter 1)
- b) inform the complainant in writing that his/her behaviour is now considered by the College to fall under the terms of this policy (see Model Letter 2) and that the complaint will not be investigated further until it is pursued in a manner the College considers to be reasonable.

As appropriate this may additionally result in the College:

- a) informing the complainant that all meetings with a member of staff will be conducted with a second person present and that notes of meetings may be taken in the interests of all parties (see Model Letter 3)
- b) informing the complainant that, except in emergencies, all communication from the complainant to the College should be carried out in writing (see Model Letter 4)
- c) (in the case of physical or verbal aggression) referring to Schools Briefing Paper 15 and considering warning the complainant about being banned from the College site; or proceeding straight to a temporary ban. (Advice is available from the Schools Helpline, 01223 706399) [see banning letters 1-4 below]
- d) consider taking advice from Cambridgeshire County Council on pursuing a case under Anti-Harassment legislation (01223 706399)

6.2 Legitimate new complaints, if not pursued in a harassing or unreasonable way, will still be considered even if the person making them is, or has been, subject to the Harassment/Persistent Complaints Policy. In these circumstances advice may be sought from the LA (01223 706399).

6.3 If a complainant may normally have recourse to the Local Government Ombudsman after the College's Complaints Procedure has been exhausted, in the event that the College considers that there are exceptional circumstances it may recommend that the complainant refer the matter to the Ombudsman at an earlier time (Local Government Ombudsman Advice Team contact number: 0300 0610 614).

6.4 If a complainant's harassing/persistent complaining behaviour is modified and is then resumed at a later date within a reasonable period of time, the College may resume the process identified above as appropriate. In these circumstances advice may be sought from the LA (01223 706399).

6.5 If a complainant's harassing/persistent complaining behaviour is modified and the complaint still lies within the time limit specified in the College's Complaints Procedure, the College will use its discretion and may resume investigation of the complaint.

Model letter 1: Warning a complainant that his/her behaviour is considered to be in breach of the policy and of the consequences of remaining in breach of policy. **SEND BY RECORDED DELIVERY**

Dear

This letter is to inform you that the College considers your actions in on..... when you to be in breach of the College's Complaints Policy.

We are aware that you have raised some concerns, and would advise you that these can be addressed by/the College is addressing these by *

At the moment we are dealing with these issues at stage * of the College's Complaints Procedure. Please note that the College's Complaints Policy sets out standards of behaviour expected of all people towards the College. These include:

- behaving reasonably
- treating others with courtesy and respect
- avoiding harassing behaviour
- reasonably resolving complaints using the College's Complaints Procedure
- avoiding physical and verbal aggression at all times

The Policy also indicates the steps that we can take if these standards are breached. Steps that we will take:

- not investigating your complaint further unless it is pursued in a manner considered by the College to be reasonable
- [insert additional steps as appropriate]

Additional steps that we may take if necessary:

- make special arrangements for your meetings and communication with the College
- ban you from the College premises
- take legal action against you [delete as appropriate]

I would ask that you allow the College time to resolve the issues according to the correct procedures, and would assure you that we shall take every possible step to move this process forward as quickly as possible.

I am confident that you will respect our need to maintain a calm and welcoming environment at all times.

Yours sincerely
Principal

* Fill in as appropriate

Model letter 2: Informing a complainant that his/her further behaviour means that the sanctions referred to in Letter 1 will now be invoked. **SEND BY RECORDED DELIVERY**

Dear *

You will recall that I wrote to you on* telling you that we felt your behaviour in.....on.....when you.....* was below the standard we expect of all people toward the College and was in breach of the Harassment and Persistent Complaints Policy.

I am now writing to inform you that your behaviour in..... on.....when you.....* has now led us to apply for the foreseeable future the College's Complaints Policy because it again breached that policy.

As a result, of the following actions in relation to the Policy have been taken: *

- The College will not investigate your complaint further unless it is pursued in a manner considered by the College to be reasonable
- The College will make special arrangements for meetings and/ or communication with the College. [delete as appropriate] These arrangements do not, apply, of course, to any emergencies concerning #, which should be reported to the College in the usual way. I will write to you separately with details of this [send modal letter 3 and/or 4 as appropriate
- banning you from the College premises. I will write to you separately with details of this [see banning letters 1 -4 below.
- considering legal action against you [delete as appropriate]

These measures will be reviewed by the College on #.

If you wish to make a representation about the contents of this letter, please do so in writing to me at the College by*

I do hope that the difficulties can now be quickly resolved.

Yours sincerely

Principal

Fill in as appropriate

* Delete as appropriate

Model letter 3: Informing a complainant that special arrangements will be made for him/her to meet members of staff. **SEND BY RECORDED DELIVERY**

Dear*

Following my letter to you of* informing you that we felt your recent behaviour in connection with the College to be unacceptable/unreasonable * , and that we now considered you to be subject to the College's Complaints Policy, I am now writing to outline for you the arrangements we have made regarding meetings at the College.

For the foreseeable future, should you wish to meet with a member of staff, we would ask you to note:

- a) this meeting will be arranged with a written appointment as soon as possible, and with a third party present
- b) in the interests of all parties, formal notes of this meeting may be made

These arrangements do not, apply, of course, to any emergencies concerning * , which should be reported to the College in the usual way.

I thank you for your forbearance in this matter, and do hope that the difficulties we are currently experiencing can soon be resolved.

Yours sincerely

Principal

* Fill in as appropriate

Model letter 4: Requesting that future communication should be by letter only **SEND BY RECORDED DELIVERY**

Dear*

You will recall that I wrote to you on* informing you that we felt your recent behaviour in connection with the College to be unacceptable/unreasonable * , and that we now considered you to be subject to the College's Complaints Policy.

I am now requesting that, for the foreseeable future, all routine communication with the College should be by letter only. Please address all letters to.....* at the College. We shall respond as quickly as possible.

This request does not apply, of course, to any emergency involving *--in which case you should contact the College in the usual way--or to parents' evenings, which will continue as in the past, but with a third party present.

I do hope that we can resolve the ongoing difficulties as soon as possible.

Yours sincerely

Principal

* Fill in as appropriate

Banning letter 1: Initial letter to parent with children at the College

RECORDED DELIVERY

Dear Sir/Madam,

I have received a report from the Principal about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, pupils, other parents.]

I must inform you that Bassingbourn Village College will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils. I am therefore instructing that (for a temporary period) you are not to reappear on the premises of the College. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

The withdrawal of permission for you to enter the College premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the incident described above. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by [state date ten working days from the date of letter].

If on receipt of your comments I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.

Yours faithfully,

Chair of Governors

Banning letter 2: Confirmation of ban, letter to parent with child/ren at the College

RECORDED DELIVERY

Dear Sir/Madam,

On (give date) I wrote to you informing you that on the advice of the Principal, I had withdrawn permission for you to come onto the premises of the College. To enable the Governors to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (give date). I have not received a written response from you / I have now received a letter from you dated insert date, the contents of which I have noted. (delete either sentence as appropriate).

In the circumstances, and after further consideration of the Principal's report, I have determined that the decision to withdraw permission for you to come onto College premises should be confirmed. I am therefore instructing that until further notice you are not to come onto the premises of the College without the prior knowledge and approval of the Principal. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Regardless of this decision, the Principal and staff at the College remain committed to the education of your child/children (delete as appropriate), who must continue to attend the College as normal under the arrangements set out in my previous letter.

The Governors will take steps to review the continuance of this decision on (give date). When deciding whether it is necessary to extend the withdrawal of permission to come onto the College's premises, the Authority will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from yourself and any evidence of your co-operation with the College in other respects.

I understand that you may be disappointed with this decision. You do however, have the right to a further review by the Local Government Ombudsman.

[ONLY include where the incident has arisen within the context of a parental complaint against the College if the College will still be considering the complaint:]

Finally I would advise you that I have asked the Principal to ensure that your complaint that (give brief details) is considered under the appropriate stage of the College's parental complaints procedure. You will be contacted about this by the College in due course.

Yours faithfully,
Chair of Governors

Banning letter 3: Continuation of ban, letter to parent with child/ren at the College

RECORDED DELIVERY

Dear Sir/Madam,

I wrote to you on (give date) withdrawing permission for you to come onto the premises of (insert name) College until further notice. In that letter I also advised you that I would take steps to review this decision on (give date).

I have now completed the review. However, after consultation with the Principal, I have determined that it is not yet appropriate for me to withdraw my decision. (Give a brief summary of reasons.)

I therefore advise that the instruction that you are not to come onto the premises of (insert name) College without the prior knowledge and approval of the Principal remains in place until further notice.

I shall undertake a further review of this decision on (give date).

I understand that you may be disappointed with this decision. You do however, have the right to a further review by the Local Government Ombudsman.

Yours faithfully,

Chair of Governors

Banning letter 4: Removal of ban, letter to parent with child/ren at the College

RECORDED DELIVERY

Dear Sir/Madam,

On (insert date) I wrote to you informing you that, on the advice of the Principal, I had temporarily withdrawn permission for you to come onto the premises of (insert name) College. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date).

I have not received a written response from you / I have now received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate). [However] In the circumstances, and after consulting with the Principal, I have decided that it is not necessary to confirm the decision, and I am therefore restoring to you the permission to come onto the College premises, with immediate effect.

Nevertheless I remain very concerned at the incident which occurred on (insert date), and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours faithfully

Chair of Governors