

**Other formats:** For copies on tape, in large print, in Braille, in foreign languages and in other formats please contact the Governor Development Team.

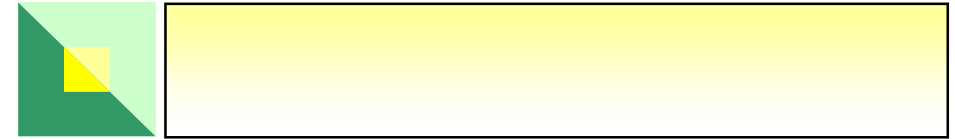
**Comments on this publication:**

We would welcome comments and suggestions for improvement on this publication and the procedures it describes, as it will support our intention to provide a high quality, responsive service at all times.



CUSTOMER SERVICE EXCELLENCE

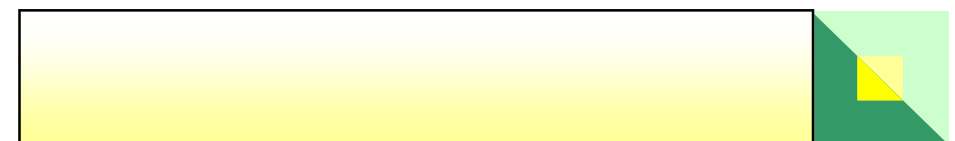
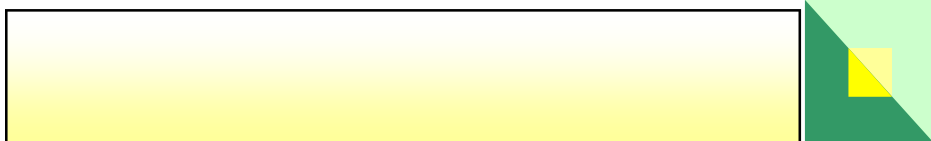
Contact us at: Governor Development Team, Department for Children's Services, Plymouth City Council, Plymouth PL1 2AA  
Telephone 307480/307483 Fax 01752 307403  
Email [governor.development@plymouth.gov.uk](mailto:governor.development@plymouth.gov.uk)



# Governor Development Team

## Compliments and Complaints Procedure

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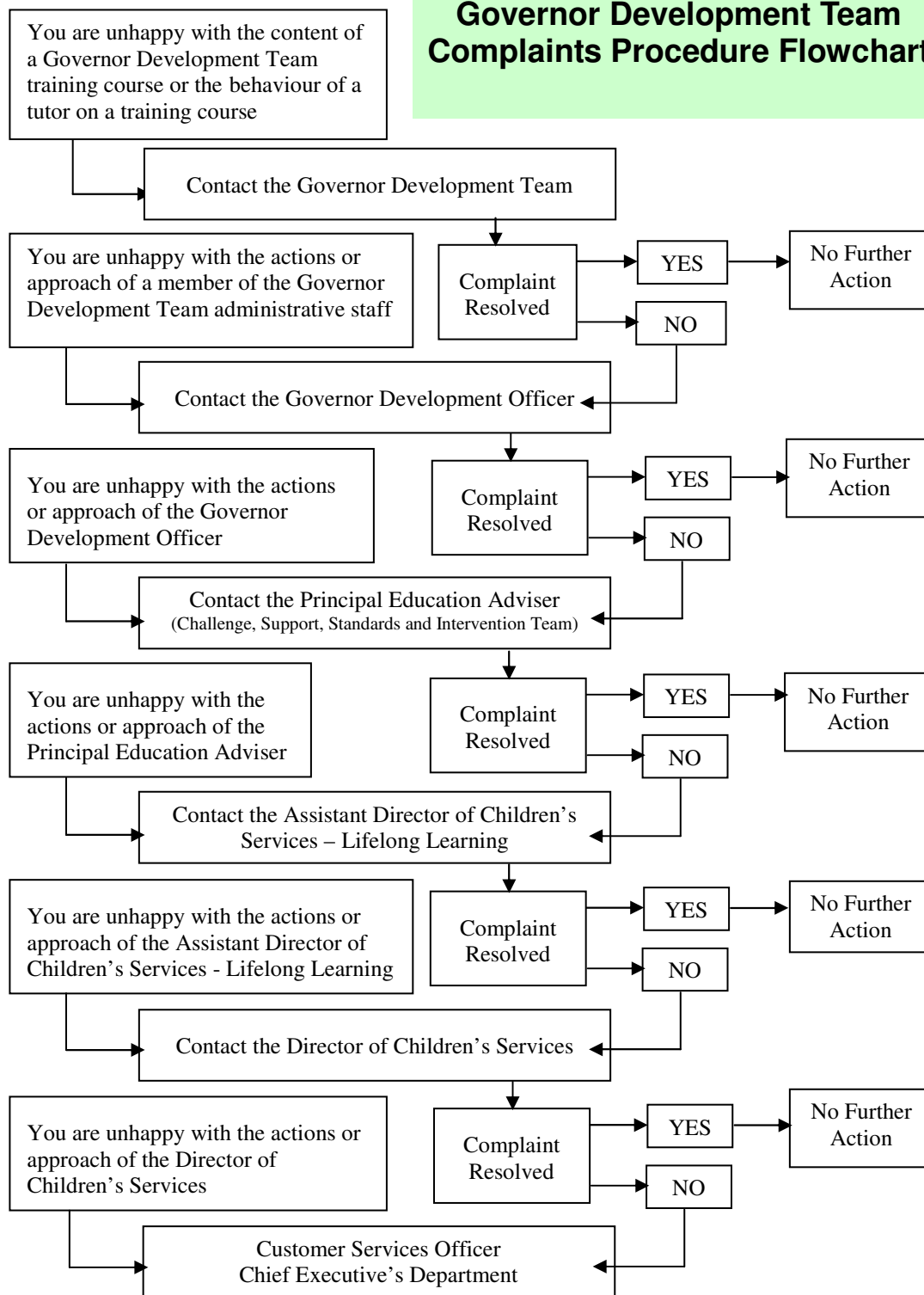
### Introduction

It is the aim of the Governor Development Team to provide a first class, quality service which meets the needs of governors, clerks, head teachers and governing bodies in a friendly and supportive manner. The Governor Development Team provides advice, support and training on any aspect of school governance, legal or procedural through a subscription service purchased at the beginning of the financial year.

Information, guidance and training is provided by:

- a website and telephone advice helpline
- a termly newsletter sent to all governors -The Governors' Wavelength
- a termly newsletter for Chairs of Governing Bodies and a half termly newsletter for Clerks to Governing Bodies including the latest legislative changes and examples of good practice
- a centrally based training programme specifically linked to the 5 strands of the Every Child Matters' Agenda; consisting of over 45 courses each academic year and involving a range of tutors to offer the most accurate and up to date information
- in school bespoke training suited to individual governing body requirements
- a governor's professional development handbook including details of all the training courses for the forthcoming academic year, a governor's code of conduct and a professional development profile
- support for new governors including a new governor welcome pack and a termly induction training day
- Governor's corner—a collection of useful books and publications available for all governors to borrow free of charge. These are on display in the atrium of Windsor House
- a pack of ten booklets outlining the roles of named governors
- email-offering access to advice and guidance in a quick and convenient way.

## Governor Development Team Complaints Procedure Flowchart



## **Governor Development Team Quality Standards for Complaints**

### **What should this service achieve?**

The Complaints Procedure should:

- provide an effective means of allowing people to complain at the appropriate level, about the quality and nature of the service provided;
- enable issues to be settled as near to the point of service provision as possible;
- provide a formal complaints procedure when the complainant remains dissatisfied with the outcome at team level;
- ensure quality services, through the monitoring of complaints.

### **What can people receiving this service expect?**

You can expect that:

- information will be given to you about how to use the Governor Development Team's Compliments and Complaints Procedure in a format that you require, for example, in Braille, on tape or in your first language;
- you will be offered help in making or following up both written and spoken complaints;
- complaints (including those which are anonymous) will be listened to, taken seriously, investigated and acted upon;
- complaints will be dealt with quickly and sensitively;
- you will be kept regularly informed of the progress of your complaint;
- you may be accompanied by one other person to speak on your behalf if you so wish;
- everyone involved in the complaint will be interviewed and all documentation relating to the complaint will be considered;
- you will receive a written report which will summarise the investigation procedure, the findings and the conclusion reached;
- you will be treated with respect and dignity at all times and your complaint will be afforded due confidentiality.

In addition, the team also carry out a variety of duties covering the following areas:

- Local Education Authority governor appointments
- Maintaining the governor database
- Pre-appointment checks on governors (Enhanced CRB checks)
- Parent governor representative elections
- Reviewing Governing Body meeting minutes
- Giving guidance on self-evaluation
- Supporting governing bodies of schools in special measures/serious weakness
- Recruitment of governors
- Celebrating the achievements of governors
- Working with Liaison governors to discuss our service delivery

### **Compliments**

We have proudly held the national Charter Mark for customer service since 2001 but welcome any suggestions for improvements to our service. If you want to pay tribute to the team or suggest a way of improving the service please get in touch. We welcome and value your feedback, comments and suggestions in writing, by telephone, in person or by email.

## Complaints

Should we fail in our endeavours then we want you to have access to a transparent and equitable Complaints procedure, in which you can have confidence. To this end we have a Governor Development Team Quality Standard for Complaints, which is your guarantee that we will deal with your complaint in a fair and efficient way.

### How do I complain?

We hope that you do not have cause for complaint and that if you do the matter can be resolved amicably and speedily within the Governor Development Team or by the Governor Development Officer. Be assured that should you wish to pursue a complaint, you will be treated with the utmost dignity, respect, fairness and confidentiality at all times. You can make your complaint in writing, in person, by telephone or email. Your details will be recorded and an acknowledgement will be sent within 24 hours of receiving your comment.

If your complaint is against the administrative staff, then the first contact should be the Governor Development Officer. The Governor Development Officer will try to resolve the issue but should you be unhappy with the outcome or feel the Governor Development Officer did not give sufficient weight to your complaint then you should contact the Senior Education Adviser (Plymouth Advice and Support Service). Should you still feel dissatisfied, then the matter will be referred to the Assistant Director of Children's Services—Lifelong Learning and then to the Director of Children's Services-Lifelong Learning (see flowchart).

A fair and thorough investigation will be carried out and a response will be sent to you within 12 working days. At all stages of this procedure you are entitled to involve a friend or representative to accompany and support you and speak on your behalf, if you feel it may help.

### Can I take my complaint further?

If the issue is one that cannot be resolved within the Department, then please contact the Customer Services Officer, who will investigate the matter further and discuss your case with both the Assistant Director of Children's Services and the Director of Children's Services.

Customer Services Officer  
Civic Centre  
Plymouth  
PL1 2AA  
Tel: 01752 304108

You may be interested in a copy of the Plymouth City Council's Customer Comments Procedure, a step by step guide on how to make your comments, complaints, compliments and suggestions known. This can also be obtained from the Governor Development Team or from the above address.

If you are still not satisfied with the response given by the City Council, you can contact the Local Government Ombudsman.

Government Ombudsman  
The Oaks No 2  
Westwood Way  
Westwood Business Park  
Coventry  
CV4 8JB  
Tel: 024 7682 0000  
Fax 024 7682 2001

Please note however, that the Ombudsman will only investigate matters after you have been through the Complaints Procedure, as set out in this leaflet.