

CAMBRIDGESHIRE GOVERNOR SERVICES

Appendix 2

Feedback, Suggestions and Complaints

Our Mission Statement

To help governing bodies in Cambridgeshire to fulfil their strategic role in securing school improvement, through the effective delivery of a range of high quality support and development services, incorporating the key values of autonomy, self-evaluation and challenge.

Quality Statement

The Cambridgeshire Governor Services Team is committed to providing an efficient and effective quality service that meets the highest standards of delivery.

We work to pre-determined standards that are monitored through our Quality Assurance Strategy.

Delivery of the service will be in accordance with principles of:

- high standards
- high expectations
- partnership
- value for money

Planning of governor training sessions aims to ensure that they:

- are relevant to governors in fulfilling their role
- are interactive
- have aims and a structure
- use a variety of appropriate activities and training methods
- provide supporting materials
- begin and end punctually
- are led by tutors with expert knowledge of the subject matter and an understanding of the role of governors
- invite evaluation feedback from participants

Feedback, Suggestions and Complaints

At each course you attend you will be invited to complete an evaluation form. Data and comments from evaluations are collected and used to inform planning of future training.

However we also encourage your feedback at any time on all aspects of the service. You can contact Cambridgeshire Governor Services by letter, e-mail, phone or fax. Contact details can be found at the end of Appendix 2. New ideas and suggestions for improvement are always welcome.

Complaints

Cambridgeshire Governor Services aims to provide a high standard of service in accordance with our quality statement (above). However, sometimes things can go wrong and governors may feel dissatisfied with aspects of the service and feel the need to complain. If this is the case, we need to know, so that we can take action to put things right.

In most cases your concerns can be resolved by talking to a member of staff but on some occasions a more formal complaint may be needed. Discuss your complaint or concern with the member of staff handling the matter or who deals with the aspect of the service where you have encountered a problem. The staff member concerned will try to resolve the matter with you.

If you are dissatisfied with any aspect of the service, please use the following procedure:

Stage 1

- Complaints will usually be handled initially by Manager of Cambridgeshire Governor Services. A reply will be sent within 10 working days. Complaints sent by email will receive an acknowledgement of receipt within 24 hours before receiving a full response within 10 working days.
- If it is not possible to fully resolve the complaint within 10 days, an interim response will be sent, explaining what action is being taken and giving a new target date for a full response.
- We will make every effort to resolve your complaint/concern at this stage. However, if you are not happy with the outcome you can move to the next stage of the procedure.
- If the complaint is of a more serious or sensitive nature, it may be appropriate for it to be handled immediately at Stage 2 level.

Stage 2

- If it has not been possible to resolve your complaint satisfactorily at the first stage and you wish it to be taken further, the complaint will be reviewed by the Head of Education Support Services.

- The Head of Education Support Services will respond with the conclusions of the review within 10 days.
- At this stage, the matter can also be referred to the Governor Advisory Group, by contacting the Chairman. (Information about membership of the Governor Advisory Group is available in the Governor Handbook and the website, or correspondence can be sent via Cambridgeshire Governor Services, marked "Confidential".)

Stage 3

- In accordance with the County Council's complaints procedure, the Chief Executive of the County Council (the most senior officer of the Council) will look into any problems, which have not been resolved by the department concerned.

When a complaint is being investigated, we will write and tell you the outcome within 10 working days. This ten-day rule applies at each stage of the procedure outlined above. Particularly difficult or complex complaints sometimes take a little longer to sort out. If this is the case, we will keep you up to date with what is happening. Complainants will be asked for feedback on how their complaint was handled.

If we are at fault we will try to put things right as quickly as possible. If not, we will give you a full explanation.

Links and Contacts for Feedback, Suggestions and Complaints

Information on Cambridgeshire County Council's procedures for feedback and complaints can be found on the website at the following location:

www.cambridgeshire.gov.uk/council/customer/complaints

Online forms for complaints, feedback or enquiries can be found at:

www.cambridgeshire.gov.uk/contact.htm

Contact Details:

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