
COMPLAINTS PROCEDURE

Complaints Procedure

NOTE: The number of complaints received by the school will be shown here, and updated every term.

This Policy will be interpreted in line with the Christian values and ethos of the school and must be read consistently with all other material policies of the School. For the purposes of all School policies please refer to the definitions guide (not all defined terms will be material to all policies or the procedures authorised by the governing body under it). This policy should be read in conjunction with the School's Behaviour Policy, Safeguarding Policy, Complaints Procedure, and Staff Code of Conduct.

1. INTRODUCTION

- 1.1 In the vast majority of cases, problems and concerns can be dealt with by way of a brief meeting or telephone call between parents/pupils and the teacher(s) involved. Apart from when they are very minor in nature, these contacts are logged and recorded on pupil files.
- 1.2 **If at any time a parent or member of staff has any concerns regarding the safety of a pupil, he or she should alert the Designated Safeguarding Officer immediately and follow a different procedure.**

2. PROCEDURE

2.1 Level 1:

- 2.1.1 If a parent contacts the school to discuss an incident which has taken place within school, the first point of reference will be the teacher or the member of staff involved in the incident or with the closest involvement in it. If the issue cannot be resolved immediately, the parent will be asked to come into school at a convenient time to meet with the member of staff later.
- 2.1.2 If a parent writes to a member of staff expressing concern or complaint, the member of staff will contact the parent in writing or in person within two school days of receipt either to attempt to deal with the matter or to explain that the letter has been referred to the Head Teacher and that a reply can be expected by a given date.
- 2.1.3 If the incident is resolved at this level, there is no need to elevate to Level 2.

2.2 Level 2:

- 2.2.1 If the meeting or its outcome does not in the opinion of the parent fully deal with the issue, the parent will be directed to the Head Teacher and a meeting will be arranged within 3 school days. The person complaining may put the complaint in writing at this stage or at any other stage in the procedure.
- 2.2.2 After meeting with the Head Teacher, the Head Teacher may carry out his or her own investigation into the matter and make a final verdict on the issue within 2 days of the meeting.
- 2.2.3 A record of all meetings and hearings referred to above will be made at the time and held confidentially within the school. At any of the stages a parent, or parents, may choose to be accompanied by one other person.

2.3 Level 3:

- 2.3.1 If the parent is still not satisfied following a meeting with the Head Teacher, an appeal may be made in writing to the Chair of the Advisory Board, who will reply within ten working days either arranging a hearing or giving a verdict. The Chair of the Advisory Board is responsible for making the final decision or verdict on the issue.

- 2.3.2 Where the Chair of the Advisory Board deems it necessary to arrange a hearing, the Advisory Board, the Proprietor Body, plus one person independent of the management and running of the school will be responsible for hearing the appeal. The hearing should take place no later than two weeks from receipt of the appeal. The panel will consist of not fewer than three and not more than five members, including the Director who will also be a member unless he or she is personally involved to an extent that would render his or her membership of the panel untenable. The panel will consist of at least three people who have not been directly involved in the incident being complained about. Parents will be invited to attend the hearing and may be accompanied by one person.
- 2.3.3 The Chair of the Advisory Board will give to all concerned (i.e. the parent making the complaint, members of Leadership, members of the panel, the Head Teacher and, where relevant, the person complained about) a written copy of the panel's findings, decision and recommendations.
- 2.4 All correspondence, written information, statements and records of meetings, hearings etc. which relate to complaints will be held confidentially under lock and key except where the Secretary of State or a body conducting a formal school inspection requests access to them. This procedure will be made available to all parents and pupils on request and will appear on the school website.

(Throughout this procedure, the use of the word parent includes guardian/carer as well as any other person involved in the life of the school who may have cause to make a complaint.)

This policy will be reviewed every two years, or more frequently if required.