



PARENTAL COMPLAINTS PROCEDURE

INTRODUCTION

This procedure is designed to ensure that any complaint that a parent/carer may have against the school or an individual member of staff including the Headteacher may be dealt with in a fair manner. The procedure aims to support the earliest resolution of complaints possible. Pupils will not normally be involved in the procedure except in very exceptional circumstances. Time scales included within the procedure may need to be amended due to school holidays and the availability of staff working part time. Some flexibility may be needed in the procedure according to the nature of the individual case.

Key information for parents can be found in the Parent Handbook.

INFORMAL PROCEDURE

All complaints should initially be dealt with on an informal basis with the member of staff concerned. The parent(s) should arrange to meet the member of staff to discuss the complaint; such meeting will normally take place within one week. The member of staff will inform the Headteacher of the initial complaint and whether or not it was resolved informally.

FORMAL PROCEDURE

Where the informal procedure does not lead to a satisfactory resolution or where an initial complaint is of sufficient importance or sensitivity to warrant it, a complaint may be made in writing to the Headteacher. The Headteacher will acknowledge receipt of the letter in writing within one week then consider the complaint, if necessary requesting meetings or contact to clarify or gather further information. The Headteacher will respond formally within two weeks of receipt of the initial letter. If the matter is not satisfactorily resolved by this letter, an Appeal can be made.

NB Where a complaint relates to the Headteacher the complaint will be heard by the Chair of Trustees.

APPEAL PROCEDURE

1. Should the parents be dissatisfied with the response under the formal procedure, they should write to the Chair of the Trustees, within two weeks of the Headteacher's response, giving details of their complaint and why the decision of the Headteacher is deemed unsatisfactory.
2. Within two weeks of this letter, the complaint will be heard by a panel of three: Two Trustees who, where possible, will have had no previous connection to the complaint; there will also be a panel member independent of the management and running of the

school who will chair the panel. Parents may also be accompanied at the hearing if they wish.

3. The parents will present their complaint and panel members may ask any questions.
4. Members of staff may be required to appear before the panel members as appropriate.
5. Should the parents require clarification on anything said by members of staff or if they wish to ask any question, it should be submitted to the Panel Chair and asked at his/her discretion.
6. The parents and members of staff shall withdraw and the Panel shall then consider the complaint. If they are able to arrive at a decision at that time they shall communicate their decision verbally and follow it up with a letter of confirmation. If they require further time to consider the appeal, their decision, along with any recommendations, will be communicated to the parents within one week. Findings and recommendations will also be sent to the Headteacher and, if relevant, the person complained about.

A written record will be kept of all complaints and details of their resolution and a written record will be kept of the action taken as a result of the complaint. All correspondence, statements and records will be kept confidential. They may be viewed only by the Headteacher, members of the Trustees and Trustees Panel, the Secretary of State for Education and Skills and bodies conducting inspections.

There were 0 complaints in the Academic Year 2022-2023.