



Robert Clack School of Science

Parental Complaints Procedure 2017 – 2018



Robert Clack School of Science Policy

Parental Complaints Procedure

Rationale

Robert Clack School is very proud of the quality of the teaching and the pastoral care provided to our pupils.

However, if parents/carers do have a complaint they can expect it to be treated by the School in accordance with the following procedures. This document fulfils the requirements of the Education Act 2002 (Section 29) for "all governing bodies to have a procedure to deal with complaints relating to aspects of the school, and any community facilities or services that the school provides."

Stage 1- Informal Resolution:

- It is hoped that most complaints and concerns will be resolved quickly and informally
- If parents have a complaint they should normally contact their child's Leader of the Learning Community. In many cases, the matter will be resolved straight away by means to the parents/carers satisfaction. If the Leader of the Learning Community cannot resolve the matter alone, it may be necessary to involve members of the Senior Leadership Team
- Complaints made directly towards the Head Teacher will usually be referred to the relevant Leader of the Learning Community unless the Head Teacher deems it appropriate to deal with the matter personally
- The member of the staff dealing with the complaint will make a written record of this and the date on which the complaint was received. The written record should be passed onto the office in order for it to be filed in the pupils' person file
- Should the matter not be resolved in 14 days or in the event the Leader of the Learning Community and the parent/carer fail to reach a satisfactory resolution then the parent/carer will be advised to proceed with the complaint in accordance with Stage 2 of the Procedure

Stage 2- Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head Teacher. The Head Teacher will then decide the correct course of action to take when dealing with the complaint
- In most cases, the Head Teacher/ Deputy Head Teacher will speak or write to the parents/carers concerned, normally within three working days of receiving the complaint. If possible, a resolution will be made at this stage
- It may however be necessary for further investigations to take place when dealing with the complaint
- The Head Teacher/Deputy Head Teacher will keep written records of all meetings and interviews held in relation to the complaint
- Once the Head Teacher/Deputy Head Teacher is satisfied that, so far as is practicable, all relevant facts have been established, a decision will be made and parents/carers will be informed of the decision in writing. The Head Teacher/Deputy Head Teacher will also give reasons for his decision
- If parents are still not satisfied with the decision, they should continue to keep open channels of communication with the Head Teacher/Deputy Head Teacher (by telephone, email, letter or face-to-face). A resolution is preferred
- If parents/carers are still not satisfied with the decision, they could proceed to Stage 3 of this procedure

Stage 3- Panel Hearing

- If parents/carers seek to invoke Stage 3, they will be referred to the Chair of Governors, who has been appointed by the Head Teacher to call hearing of the complaints panel
- If possible, the Chair of Governors will resolve the parent/carers complaint immediately without the need for a time consuming further investigation or a meeting of the panel
- If a resolution cannot be found, the matter will then be referred to the Complaints Panel for consideration. The Panel will consist of the Chair of Governors and at least two other members of the Governing Body not directly involved in the matters detailed in the complaint. The Chair of Governors, on behalf of the Panel, will acknowledge to complaint and schedule a hearing to take place as soon as is practicable and normally within 14 days
- If the Panel deems it necessary, it may require further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than three days prior to the hearing
- The parents/carers may be accompanied to the hearing by one other person. This may be a relative, teacher, or friend. Legal representation

is not appropriate

- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all fact they consider of all facts they consider relevant, the Panel will reach a decision and make recommendations, which it shall complete within 14 days of the Hearing. The Panel will write to the parents/carers informing them of their decision and reasons for it. The decision of the Panel will be communicated to the Head Teacher. The Panel's findings and, and if any, recommendations will be sent in writing to the parent/carer, and where relevant, the person involved in the complaint.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential under the Data Protection Act of 1998.

September 2017