

Policy on Complaints Procedure

Rationale:

St. John's School will always try to keep parents and carers fully informed about its policies and practice. Nevertheless, it is likely that parents and carers will at some time have a concern about their child's education. Most often these concerns will be speedily resolved through normal channels of communication such as the home/school book or a phone call. However on some occasions parents/carers may feel the need to take the concern further and it is hoped that this procedure will assist the process of resolution. Information relating to complaints will be kept in a central log held by the School Business Manager.

Informal concern:

Whatever the problem, the first approach should be to discuss the issue with the class teacher. It is hoped that in the majority of cases the concern will be resolved at this stage. It may be necessary to make an appointment to see the teacher in order to ensure that adequate time is made available. It is also helpful to let the teacher know the details of the concern in order that preparation for the meeting can take place.

If this initial exchange with the teacher fails to resolve the concern then an approach to the Department Leader would be welcomed. Again it is advised that an appointment is made in advance and details of the concern made clear, preferably in writing.

Formal complaint:

If the concern is not resolved at the informal stage it must be put in writing to the Headteacher. The Headteacher will respond within 10 days of receipt of the letter and will either investigate the complaint or delegate this responsibility to a senior colleague.

The Headteacher may meet with the parent/carer in order to clarify details of the concern in order to inform the investigation. On completion of the investigation the Headteacher will meet with the parent/carer to explain the findings and any action or recommendations arising from the conclusions reached. The Headteacher will confirm all findings in writing to the parent/carer following the meeting.

Complaining about the actions of the Headteacher:

If the parent/carer is unhappy at the outcome or the manner in which the Headteacher dealt with the concern then a full written complaint should be made to the Chair of Governors at the school's address. The Chair of Governors will reply within 20 days confirming receipt of the letter. The Chair will also at this point confirm arrangements and time scales of the intended investigation and reporting procedure.

On conclusion of the investigation the Chair of Governors will write to the parent/carer giving judgement and detailing the reasons underpinning all conclusions and any action or recommendations arising from the process.

Complaining or appealing to the Local Authority:

If the parent/carer remains unhappy a complaint can be made to the Director of Children's and Adults' Services at Borough Hall. It may be helpful at this stage for the parent/carer to seek advice from the Bedford Borough SEND Advice Service (tel. 01234 276267 web. http://www.bedford.gov.uk/education_and_learning/parental_support/send_advice.aspx) to assist in bringing about satisfactory resolution.

Please note that complaints concerning the following are not covered by this procedure:

- Admissions – please contact the SEND Team at the Local Authority
- Safeguarding – please see St John's Policy on Safeguarding
- School Exclusion – please see St John's Policy on Exclusion
- Statements of Special Educational Needs or Education Health and Care Plans – please contact the SEND Team at the Local Authority

Policy review

This policy will be reviewed every three years.