

Policy Issues and Updates


Parents Complaints

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Whole Document – New	1	September 2023
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This Policy has been approved by the Senior leaders and Director.

The policy will be reviewed ever 2 years unless circumstances arise requiring an early review.

Approved: September 2024

Signature: 

Planned Review Date: August 2026

Number of complaints 2024-2025- 0
Number of complaints 2025-2026 – 2

PARENTS' COMPLAINTS PROCEDURE

Principles

We aim to be a listening and responsive school. We encourage parents to inform us of their concerns while

they are still minor ones which can be more easily resolved.

We recognise that there are times when there will be issues that are not resolved easily or to the satisfaction of parents and they will wish to make a complaint. Complaints will be treated by the school in accordance with this procedure. Any matter about which a parent of a pupil is unhappy and seeks action by the school is a complaint and falls under the scope of this procedure.

Stage 1 – Informal resolution

- We hope that most complaints will be resolved quickly and informally.
- If parents have a complaint, they should normally contact the head of service. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Head cannot resolve the matter alone, it may be necessary for him to consult staff.
- Complaints made directly to a Head may be referred to the relevant staff who deems it appropriate for them to deal with the matter personally.
- The staff member who receives the complaint will make a written record of all complaints and the date on which they were received. Should the matter not be resolved within 15 working days of receiving the complaint or if the Head or staff and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this procedure. The member of staff who deals with the complaint will keep written records of all meetings and interviews held in relation to the complaint.

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. The Head will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Head will meet with the parents concerned, normally within 10 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head to carry out further investigations.
- The Head will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Principal is satisfied that, as far as is practicable, all the relevant facts have been established, a decision will be made, and parents will be informed of this decision in writing normally within 10 working days. The Head will also give reasons for his decision.
- If parents are still not satisfied with the decision, they may proceed to Stage 3 of this procedure. Parents must indicate their desire to proceed to Stage 3 of the procedure within 14 days of receipt of the Stage 2 decision.

Stage 3 – Panel hearing

- If parents seek to proceed to Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Director or LADO if they feel the Director cannot provide a reasonable outcome.
- From there all investigations will be completed by the Director within 14 days. Should it go to LADO, the procedure of LADO will be followed.
- All material from stages 1 and 2 of the investigation will be sent to the Director or LADO.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements, and records will be kept confidential except where the Secretary of State or a body conducting an inspection under 109 of the 2008 Act requests access to them.

A written record is kept of all complaints which reach stage 2 or beyond. A written record is kept of any action taken by the school because of complaints, regardless of whether they are upheld.

Persistent correspondence

Where repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages, this will be regarded as vexatious and fall outside the scope of this procedure.

Systemic Issues

Where an individual parental complaint highlights an underlying systemic issue, this is considered and addressed by the school's leadership team.