



Complaints

Procedure for Parents

Produced	May 2017
Review Date	May 2020
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Policy Statement

Our policy is to ensure that any complaints are taken seriously and dealt with promptly and that we have in place a procedure for dealing with them.

The difference between a concern and a complaint

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought.'* A complaint may be generally defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action.'*

It is in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. At Brooklands we take informal concerns seriously and make every effort to resolve the matter as quickly as possible.

Raising Concerns

Brooklands School has an 'open door' policy and is committed to ensuring that the school's liaison with parents is of the highest quality possible. Although we hope that you are generally happy with what the school is doing for your child, there may be times when you have questions or concerns which you wish to bring to the school's attention.

The Informal Stage

Many concerns may be settled by contacting your child's form tutor or subject teacher, because they work regularly with your child. However, if your concern is of a more general nature or one which centres around a complaint about a teacher, your first point of contact should be your child's Key Stage Co-ordinator (Mr W Rhodes– KS2 or Mrs A Ashwell– KS3). You can contact any member of staff via your child's planner, by letter, or by arranging an appointment to speak with them in person or on the telephone. We will respond promptly, usually on the same day but definitely within two school days.

If you need to take the matter further, you should make an appointment to see the Headteacher, or Deputy Headteacher.

Having done these things, if you remain unsatisfied with the school's response to your concern, you may make a formal complaint.

The Formal Stage

A formal complaint needs to be submitted to the Headteacher in writing with your contact address and telephone number. You should include the nature of your complaint, what remains unresolved, and an indication of the resolution you are seeking. The Headteacher will contact you within two school days to confirm receipt of the complaint.

The complaint will be investigated within five school days where practically possible. If it is likely to take longer than this, you will be informed and possibly asked for further information. You may then be invited to a meeting to discuss the matter. Once the investigation is complete, you will receive a written reply to your complaint together with details of any actions which the school may be taking.

Where the complaint is related to the conduct/ capability of a member of staff, the investigation will be carried out under the school's personnel procedures. This means that the detail of the procedure and its outcome **must** remain confidential to the school and the member of staff concerned.

If the complaint is regarding the Headteacher, then you should put your complaint in writing and address it to the Chair of Governors. This can then be sent to the Clerk to Governors at Brooklands School who will pass it on.

The Formal Hearing Stage

If you are not satisfied with the formal reply, you should then write to the Chair of Governors (school address) within ten school days to ask for a formal hearing. You will receive an acknowledgement within five school days.

Your complaint will be heard by the Governors' Complaints Committee within fifteen school days or as soon as possible. This meeting is to resolve the matter. The time and date of the meeting will be arranged to suit everyone and you are invited to bring a trusted friend with you should you require. The Committee's decision will be sent to you within five school days.

The Secretary of State

As Brooklands School is an Academy, complaints should be resolved within the school. If you remain dissatisfied with the decision of the Governors' Complaints Committee, you may write to the Secretary of State for Education at the Department of Education (DFE). The Department for Education (DFE) will only intervene if it finds that the Governing Body of the school has failed to carry out its lawful duties or has acted unreasonably.

Complaints not covered by this policy

There are a number of matters for which special procedures have been established to deal with complaints. If your complaint relates to one of these areas, please ask for advice from the school regarding what to do.

The special procedure areas are:

- ◆ Admissions
- ◆ School Exclusions
- ◆ Special Educational Needs
- ◆ Staff Disciplinary or Capability Procedures;
- ◆ Complaints about the Headteacher (in writing to the Chair of Governors)
- ◆ Complaints about Governors (in writing to the Headteacher)
- ◆ Matters relating to the National Curriculum and the provision of Collective Worship and Religious Education