

**Parental Complaints Procedures**

**Introduction**

CF School is committed to providing the best teaching and pastoral care it can for all pupils. We recognise the right of a parent to raise their concerns and the value to all concerned of dealing fairly, speedily and effectively with any such concerns.

CF School will ensure that parents of pupils and of prospective pupils who request it are made aware that this document is published or available and the form in which it is published or available. Although this Complaints Procedure is made available to parents of prospective pupils, it is not available for use by them; it may only be used by parents of current pupils. Complaints by parents of former pupils will be dealt with under this Complaints Procedure only if the complaint was initially raised when the pupil to which the complaint relates was still registered as a pupil at the school.

Consequently, the timescales for responses set out below will be adhered to wherever possible, but are not to be taken as absolute. “Parent(s)” means the holder(s) of parental responsibility for a pupil about whom the complaint relates.

**Confidentiality**

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The school is here for your child and you can be assured that your child will not be penalised for a complaint that you raise in good faith. When dealing with complaints, the school may process a range of information which may include special category personal data. All data processing is carried out in accordance with the school’s Privacy Notice. Following resolution of a complaint, the school will keep a written record of all formal complaints, whether they are resolved at the Stage 1 (informal stage), or a the formal stage (Stage 2) and any action taken by the school as a result of the complaint (regardless of whether the complaint is upheld).

**Parental Complaints Procedure**

What Constitutes a Complaint?

Many issues and concerns can arise on a day to day basis that can usually be resolved quickly and informally through discussion and liaison with the Head-Teacher.

A complaint is a formal expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, about a specific department or about an individual member of staff, and any matter about which a parent is unhappy and seeks action by the school is within the scope of this procedure.

A complaint may arise if a parent believes that the school has done something wrong, or failed to do something that it should have done or acted unfairly. If parents do have a complaint, the following procedure will be followed.

**Stage 1: Informal Resolution:**

• As with day to day issues and concerns, it is hoped that most complaints will be resolved quickly and informally.

• If parents have a complaint, they should normally contact their child’s teacher. The teacher will aim to resolve the issue with the parents and is likely to consult the Head-Teacher.

• If the matter cannot be resolved straightaway, the teacher and, where appropriate, the Head-Teacher will meet the parents as soon as is reasonably practicable (and, where possible, within seven working days of the complaint) to attempt to provide a satisfactory resolution.

• If parents believe that the complaint is of a more serious nature, they may make their complaint directly to the Director. The Director will meet the parents as soon as is reasonably practicable (and, where possible, within seven working days of the complaint) to attempt to provide a satisfactory resolution.

• Complaints made directly to another member of staff will normally, in the first instance, be promptly referred to the Head-Teacher unless the member of staff believes that the complaint is of a more serious nature such that the complaint should be referred directly to the Director. As above, the appropriate senior member of staff will meet the parents as soon as is reasonably practicable (and, where possible, within seven working days of the complaint) to attempt to provide a satisfactory resolution.

• A written record of all complaints will be maintained. A record of all complaints dealt with by a member of the School Leadership Team will be kept by the Director for periodic review.

• If the complaint is against the Director parents should make their complaint to the Ministry of Education.

Each of the resolution processes noted above is intended to conclude the informal resolution stage. However, if, after Stage 1, there is no satisfactory resolution, parents are advised to proceed to Stage 2 of the procedure.

**Stage 2: Formal Resolution:**

• If the complaint cannot be resolved on an informal basis, the parents should put their complaint in writing to the Director within five working days of their meeting with the Head-Teacher

• On receipt of the complaint, the Director will meet/speak to the parents concerned, as soon as is reasonably practicable (and, where possible, within five working days of receiving the complaint), to discuss the matter. If possible, a resolution will be reached at this stage. If the complaint is made against a specific member of staff, that member of staff may be present at this meeting. The Director will have the right to decide whether the member of staff’s presence is appropriate at this stage.

• The Director will thereafter investigate the matter and will provide a response to that complaint in writing as soon as possible. Where possible, this will be provided within ten working days of the Director’s meeting with the parents, although this will depend on a number of factors including the extent of any further investigations which the Director considers appropriate before providing a response. That response will give the decision, the reasons for the decision and any action taken or proposed, and will go to all interested parties where appropriate and in line with the school Privacy Notice.

• A written record of all complaints that are raised under Stage 2 will be kept by the Director. A record will also be kept of whether the matter was resolved at this stage, the resolution (or not) and any action taken or proposed, or proceeded to a panel hearing.

• If parents are still not satisfied with the decision, they may seek legal advice or consult with the Ministry of Education.

• Legal representation may be appropriate. This right of accompaniment will also be extended to any member of staff against whom a complaint has been made if they are invited to attend the hearing to give evidence