

Potter's House School

Complaints Procedure

Introduction

We aim to deal with complaints and grievances in a Godly way, as guided by the Bible, Matthew chapter 18 v.15-18 "If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two brothers along, so that every matter may be established by the testimony of two or three witnesses."

This procedure is designed to ensure that any complaint that a parent may have with an individual member of staff including the Head Teacher may be dealt with in a fair manner. It is not envisaged that a pupil will be involved in the procedure except in very exceptional circumstances. Time scales included within the procedure may need to be amended due to school holidays and the availability of staff working part time. Some flexibility may be needed in the procedure according to the nature of the individual case.

Informal procedure

All complaints should initially be dealt with on an informal basis with the member of staff concerned. The parent(s) should arrange to meet the member of staff to discuss the complaint; such meeting will normally take place within one week. The member of staff will inform the Head Teacher of the initial complaint and whether or not it was resolved informally.

Formal procedure

Under normal circumstances, no complaint will be considered under the formal procedure unless it has been discussed informally.

A complaint may be made in writing where the parents are not satisfied with the response made under the informal procedure. The Head Teacher, who may request a meeting with the parents to ascertain any further information required, will then consider the complaint and inform the parents of his decision within two weeks.

Appeal procedure

- 1) Should the parents be dissatisfied with the response under the formal procedure, they should write to the Chairman of the Trustees (at present the Chairman is Alan Robinson, whose address and telephone number are given below) within three weeks giving details of their complaint and why the decision of the Head Teacher is not satisfactory.
- 2) A panel of at least Two Trustees will hear the complaint within three weeks. There will also be a panel member independent of the management and running of the school. This will normally be an elder from one of the Elders from an associated Church. The Company Secretary will attend the meeting for administrative purposes and to advise the panel. The parents may be accompanied at the hearing if they wish.
- 3) The parents will present their complaint and panel members may ask any questions.
- 4) Members of staff may be required to appear before the panel members who may then ask any questions.
- 5) Should the parents require clarification on anything said by members of staff or if they wish to ask any question, it should be submitted to the Chairman of the panel who will consider whether it is appropriate.
- 6) The parents and members of staff (excluding the Company Secretary) shall withdraw and the Trustees shall then consider the complaint. If they are able to arrive at a decision at that time they shall communicate their decision verbally and follow it up with a confirmation letter. If they require further time to consider the appeal, their decision, along with any recommendations, will be communicated to the parents within seven days. Findings and recommendations will also be sent to the Head Teacher, the Trustees and, if relevant, the person complained about.

- 7) Our Chairman of the Trustees is Alan Robinson, 24 Lakeside, Bury, BL9 9TX, tel: 0161 766 8756
- 8) There may be a situation where a parent/carer wants to complain to OFSTED directly the phone number is 0300 123 4666. If this occurs, OFSTED will contact the school once they have registered the complaint.
- 9) Trustees will take account of any local or national decisions that affect the complaints process, and make any modifications necessary to this policy.

A written record will be kept of all complaints and details of their resolution. All correspondence, statements and records will be kept confidential. They may be viewed only by the Head Teacher, Company Secretary, members of the Trustees, the Secretary of State for Education and Skills and any body conducting an inspection.

October 16th 2010..