



St Edward's Junior School

Complaints Procedure

Applicable to: All staff, children, parents/carers and governors.

Aims:

1. To ensure that appropriate procedures are followed when responding to complaints
2. To fulfil the statutory requirements of the 2002 Education Act which requires schools to have a general complaints policy
3. To comply with the 'Regulations for Registration and Monitoring of Independent Schools' (effective from September 1st, 2003).

Guidelines:

1. The expression 'parents' is used for those having parental responsibility for the pupil.
2. Complaints which are not made until after the pupil leaves school will not be investigated until the fees have been paid in full.
3. This policy must be available 'on request' to all parents and prospective parents.
4. The term 'complaint' is 'not defined within the regulations and no distinction is drawn between a concern and a complaint.
5. Stage One complaints to be kept in the pupil's or member of staff's file; Stage Two complaints to be collated by the Head's Secretary

A. Complaints concerning the School

Stage One - Informal Resolution

1. It is hoped that most complaints and procedures will be resolved quickly and informally.
2. If parents have a complaint, they should normally contact their child's form or class teacher, as appropriate. In many cases the matter will be resolved straightaway by this means to the parents' satisfaction. If the teacher cannot resolve the matter alone, it may be necessary for him / her to consult with other staff within the school.

3. The teacher will make a written record of all complaints and the date on which they were received and pass this to the appropriate person. Should the matter not be resolved **within 10 school days**, or in the event that the member of staff and parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage Two of this procedure.

Stage Two - Formal Resolution

School Level

1. If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head as soon as possible. The Head will investigate and respond to the parents **within 10 school days**.
2. The Head will keep written records of all meetings and interviews held in relation to the complaint.
3. Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents informed of this decision in writing. The Head will also give reasons for his decision.

Governors' Level

1. If parents are not satisfied with the Head's response, or if the complaint is about the Head, the parents should write **within 10 working days of the Head's response** to the Clerk to the Governors- Mrs E.Sullivan, Tereun, Old Reddings Road, Cheltenham, GL51 6RZ, who will investigate the matter and respond to the parents **within 15 school days**. Written records will be kept of all complaints received and of the steps taken to investigate the complaint.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except where disclosure is required in the course of the school's inspection or where any other legal obligation prevails.

