



Complaints Procedure

Biblical Approach

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.

Matthew 18:15

Emmanuel School recognises the fact that parents may have concerns that they wish to raise with members of staff, the head teacher, or the School Governors.

Each level of the procedure set out below offers the opportunity for concerns and complaints to be resolved as quickly as possible.

We ask parents to abide by the following procedure:

Level 1 – Informal Complaint

Concern heard by class teacher

Concerns should initially be handled informally in a manner that offers the best way of resolving issues.

A class teacher should offer an appointment to discuss the issue as quickly as possible, as this will give both parties time to talk about it calmly and politely without being interrupted.

The appointment should be made within 2 school days

Where the first approach is made to a governor, the governor must refer the complainant to the appropriate person and advise them about the procedure. It is important that all stages of the complaints procedure are followed.

Concern heard by Head Teacher

Parents dissatisfied with the result of the discussions with the class teacher should ask for an appointment to meet with the Head Teacher. Parents may be accompanied by a friend, family member or professional of their own choosing for support.

The appointment should be made within 3 school days

The aim should be that discussions end on a positive note with no bad feeling.

The Head Teacher to write a letter to parents after the meeting summarising what has been agreed regarding the issue.

Level 2 – Formal Complaint - complaint letters to Head Teacher

An issue that has not been resolved through the Informal level 1 can become an official complaint.

Parents wishing to move to level 2 must write a formal letter of complaint to the Head Teacher. The letter will need to set out clearly the issues which have previously been discussed and why the parent considers the issue to be unresolved.

The Head Teacher will consider the complaint and discuss the issue with a governor in the hope of seeking a resolution with the parent. The head teacher will offer a resolution to the complainant in writing within 5 school days of receipt of the letter.

Level 3 – Formal - complaint requesting a Governors’ meeting.

An issue that has not been resolved through the Informal levels 1 or Formal level 2 can then move to Level 3 where an official complaint is sent to the chair of governors. A hearing will then be arranged before a panel who are appointed by the proprietor of at least 3 people who have not been directly involved in the matters detailed in the complaint, one of whom is independent of the management and running of the school. A parent may be accompanied to the panel hearing if they wish, however legal representation is not permitted. If a parent decides not to attend, a panel hearing will still proceed and consider the complaint in their absence.

Time Scales and Outcomes:

Receipt of complainant’s letter - Acknowledgement within 2 school days resolution offered within 5 days.

Receipt of complainant’s letter to Governors’ – Acknowledgement within 2 school days.

Meeting set as soon as possible but within 10 school days.

Governors’ decision communicated to all concerned as soon as possible but within 10 school days of meeting. Outcomes of each stage will be communicated to the complainant and / or the person being complained about as appropriate. Those outcomes will also be available on site for the head, governors and proprietor to be able to access.

School will keep a record of how the complaint was resolved and what action will follow.

Records of any panel meetings’ outcomes and the outcomes of any formal procedure will also be kept and be available at school for the head, governors and proprietor to access. These records will also be made available to OFSTED.

The school will keep records of action taken as a result of complaints regardless whether the complaints were upheld.

Written complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome of the investigation within 28 days.

Any appeals against exclusion of a child should be handled through the complaints procedure outlined above.

All correspondence, statements and records relating to individual complaints are to be kept **confidential** except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

If a parent is not satisfied with the outcome of a complaint they are entitled to contact OFSTED or ISI:

- OFSTED:
 - email: enquiries@ofsted.gov.uk
 - tel: 0300 123 1231
- ISI:
 - email: concerns@isi.net
 - tel: 020 7600 0100

By a school day, we mean a day during school term when the school is in session.

Number of Formal Complaints in the Academic Year 2020-21 = 0.

Procedure for Hearing Complaints by the Complaints Committee of the Governing Body

The committee of the governing body should have at least 3 people who have not been directly involved in the matters detailed in the complaint. There should be at least 1 person who is independent of the management and running of the school.

Order of Proceedings.

1. Introduction by the Chair of the Committee and a reminder to all present of:
 - a) the Complaints Procedure under which the panel meeting has been called;
 - b) the manner in which the meeting will be conducted
 - c) the degree of confidentiality;
2. Presentation by the complainant (**who may be accompanied by another person if they wish**), including evidence
3. Questions by the governors and the head teacher on the evidence.
4. Presentation by the head teacher to the committee to explain the school's actions.
5. Opportunity for the complainant to make a final statement and/or sum up their complaint.
6. Opportunity for the head teacher to make a final statement and/or sum up the school's actions and response to the complaint.
7. Withdrawal by the complainant whilst the committee considers the matter.
8. Consideration of the matter by the committee.

In the event that further information is needed from any of the persons who have left the meeting then all such persons should return to the meeting when such information is obtained. An opportunity should be given to each party to question or comment upon this additional information.
9. If there is no clear view about the facts presented by both parties, i.e. they are disputed, the governors should decide on the balance of probability what version of the facts they accept.
10. If any new facts emerge during either presentation, the governing body should decide whether further investigation is required and, if so, adjourn the hearing and reconvene when the investigation is completed.
11. Before reaching a decision the governors should consider:
 - a) all the information presented by both parties;
 - b) any mitigating circumstances; and
 - c) any decision must be reasonable and fair.
12. Confirmation of the decision of the committee should be sent in writing to all parties concerned

Annex B

Complaint form

Please complete and return to the Head Teacher in the first instance, who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number

Please give details of your complaint.

**What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?**

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

(Should you not be satisfied with the outcome of the Head Teacher's investigation, you will be asked to submit a revised copy of this form to the Chair of the Governing Body)

Annex C

Complaint form to the Governing Body

Please complete and return to the Chair of Governors who will acknowledge receipt and arrange a meeting of the Complaints Committee.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

**What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?**

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date

