



St. David's School

Complaints Procedure (Information for Parents)

St David's School prides itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure. St. David's will make the Complaints Procedure available to all parents of pupils and prospective pupils on the school's website and in the school office.

1. Aims

- To ensure openness in regard to the procedures for dealing with any complaint.
- To inspire the trust and confidence of parents and guardians in the procedures adopted by the governing body.
- To protect the rights and professional integrity of staff members and other employees of the school.

2. Stage 1 Informal Resolution

A vital aspect of working in a close partnership with parents is that we need to know when things are, in the view of parents, not going right. If you have any concerns about any aspect of your child's life at school, please contact an appropriate member of staff as soon as possible. This would be the member of staff who initially dealt with the child or the child's form teacher. If the parent is still unhappy the parent may also approach the deputy or Head Teacher. We will take all such expressions of concern seriously and follow them up courteously and promptly. In any school things can go wrong but we want to do all we can to sort those things out.

Two things tend to make parents and pupils reluctant to express concerns:

- A fear that the school will not see the issue to be important. Please be assured, if it is important to you, it is important to us.
- A fear that a complaint may lead to repercussions for the pupil. Please be assured that under no circumstances will the school discriminate against a pupil because of expressions of concern or complaints. We are also very experienced in ensuring that, if other pupils are involved (e.g. in an allegation of bullying), there are no repercussions from other quarters.

A person making a complaint has a right to state his/her point of view.

The person against whom a complaint is made has a right to know immediately or as soon as possible thereafter, that a complaint has been made or that a concern has been expressed.

For the purpose of this document “complaint” is to be interpreted as “the expression of concern over any subject connected with the education and/or welfare of any pupil at the school”.

When the procedures regarding an allegation of child abuse are invoked they take precedence over the provisions of this document.

3. **Stage 2 – Formal Discussion**

- If the complaint cannot be satisfactorily resolved informally, it should be put in writing and referred to the Head.
- The Head will meet/speak to parents concerned normally within 14 days of exchange of letters etc. An appointment may be made for them to meet with the Headteacher and any substance of the complaint shall be signed and dated by both the parent/guardian and any other parties to the discussion.
- The Head shall have access to the written records of all previous interviews.
- In the case of a complaint against the actions or attitude of a staff member, the Head shall be advised immediately or as soon as practical thereafter. There shall be no resolution agreed without prior consultation with that member of staff.
- 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 will be informed of this decision in writing. The Head will also give reasons for his/her decision.
- **If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.**

4. **Stage 3 – Panel Hearing**

- If parent/guardians seek to invoke Stage 3 they should send a written statement describing the problem to the Chair of Governors. The Chair will advise of the manner in which the matter will be handled and a written response will be prepared and a hearing scheduled as soon as practicable and normally within fourteen days.
- A complaints panel will be set up consisting of at least three Governors and one ombudsman totally neutral.
- If the Board of Governors deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than seven days prior to the hearing.
- **The parents may be accompanied to the hearing by one other person.** This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within fourteen days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The panel's findings and, if any, recommendations will be sent in writing to the parents, the Head, the School Council and, where relevant, the person complained of.
- If there is no resolution, outside agencies will be consulted in the guise of solicitors or professional associations.
- Parents of Early Years Foundation Stage children can contact ISIS direct.
- Copies of all complaints will be kept for 3 years.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

Date of policy	C Mardell	April 2010
Date of review	April 2011	

ST DAVID'S SCHOOL, PURLEY
REQUEST FOR AN APPOINTMENT WITH A
MEMBER OF SCHOOL STAFF

Name of class or relevant teacher

Name of parent/guardian

Name of Child

State briefly the nature of the concern:

Preferred dates/times

Noted Appointment Made

Notes from the Meeting:

Further Action:

Outcome:

Signed Teacher

ST DAVID'S SCHOOL, PURLEY

**REQUEST FOR AN INTERVIEW WITH A PARENT
OR GUARDIAN**

Date

To the Parent(s)/Guardian(s) of

Please would you contact the School Office to arrange a mutually convenient appointment to discuss your child's progress/behaviour.

Yours sincerely,

(Teacher's Signature)

If the appointment is arranged by telephone, please state when made and by whom:

.....

ST DAVID'S SCHOOL, PURLEY

MESSAGE FROM

From: (Name of parent/guardian)

To: (name of recipient) Form.....

Date

MESSAGE

Message delivered by

on (date)at (time).....