



## Complaints and Conciliation Policy

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## Complaints and Conciliation Procedures Policy

### Mission Statement

"Let the light of Christ shine in us all."

### Introduction

If a Parent has a complaint against a member of the School Staff or the School Procedures, it would be most helpful to the School and beneficial to the Parent if the following procedures were followed: -

- If the complaint is against a member of the School Teaching Staff, the parents should make an appointment, through the School Secretary, with that member of staff so that the complaint can be dealt with quickly and amicably. This appointment must be made for a time before the beginning of lessons or after 3pm. when the children have been dismissed so that the teacher can give full attention to the parent.
- If having seen the class teacher the parent is still not satisfied with the outcome, they may ask for an appointment with the Headteacher who will try to resolve the problem.
- If the complaint is of a serious nature, parents may wish to see the Headteacher or deputy Headteacher, in the first instance (by appointment), rather than the class teacher.
- If the complaint is against non-teaching staff, the Headteacher should be contacted in the first instance (by appointment).
- All Staff have the right to refer the parent directly to the Headteacher.

When a complaint has been made to the Headteacher, it will be dealt with openly and thoroughly. The Headteacher will investigate the complaint and will make a response to the parent within 48 hours. In the event that parents are still unhappy and they wish to take the complaint on further, they must put their complaint in writing to the Chair of Governors, care of the school. The Chair will then investigate the complaint. Once the complaint has been investigated, the Chair of Governors will make a written response within 48 hours.

If parents are still dissatisfied, the complaint may be referred to the Pupil Welfare Committee who will hear all of the relevant information from the complainant and the person against whom the complaint is being made being invited to make separate, personal presentations. The committee will then inform the parents of the outcome of their investigation.

If the parents are still unhappy, there is a right of complaint, which must be in writing, directly to the Diocese of Hexham and Newcastle's School Commission and/or the Hartlepool Child and Adult Services Department. The complaint will be thoroughly investigated and details of the findings conveyed to all parties in writing.

As a last recourse, when all of the above processes have been exhausted, parents may write to the Secretary of State for Education.

## Appendix 1                      School Complaints Procedure

### Checklist for a Pupil Welfare Committee Initial Meeting.

- Written statements will be taken from all relevant parties and witnesses by Headteacher, deputy Headteacher or chair of Governors as relevant.
- Statements will be considered and a decision made by the welfare committee following consideration of each statement.
- A reply will be made in writing to complainant.
- If a decision cannot be reached then a second meeting will be arranged within 48 hours and a hearing committee will be called to question and further investigate the complaint.

### Checklist for a Pupil Welfare Committee Panel Hearing

The Panel needs to take the following points into account: -

- The hearing is as informal as possible.
- Witnesses are only required to attend for part of the hearing in which they give their evidence.
- After instructions, the Complainant is invited to explain their complaint, and be followed by their Witnesses.
- The Headteacher may question both the Complainant and the Witnesses after each has spoken.
- The Headteacher is then invited to explain the school's actions and be followed by the School's Witnesses.
- The Complainant may question both the Headteacher and the Witnesses after each has spoken.
- The Panel may ask questions at any point.
- The Complainant is then invited to sum up their complaint.
- The Headteacher is then invited to sum up the School's actions and response to the complaint.
- The Chair explains that both parties will hear from the Panel in a set time scale.
- Both parties leave together while the Panel decides on the issues.