

BRADFIELDS SCHOOL COMPLAINTS POLICY

Defining a complaint

A complaint is an expression of dissatisfaction about the standards of service, actions or the lack of action by Bradfields School or its staff, affecting an individual pupil, person or group of pupils or people.

You may want to complain if you think:

- we have not treated you fairly or politely; or
- we have not done something we should have done; or
- we have done something badly.

How we deal with a complaint

When we receive complaints we will:

- deal with people courteously and in a sensitive and helpful manner
- put things right where it is clear that we have not given the service that you have the right to expect
- analyse complaints so that we can plan for the future by taking your views into account.

The stages to follow

If you are unhappy with any aspect of Bradfields School, the people who can best deal with any problems you have are the class teachers. Let them know that something is wrong and they will try to sort it out straightaway wherever possible.

The intention is that any issue is resolved at the earliest opportunity. If this is not successful, there are three stages through which a complaint may pass.

Stage one

If things cannot be resolved, or if you are still unhappy with the way we are handling your concerns, you can make a complaint. It is best if the complaint is made to the teacher you have been dealing with. You can do this by writing a letter or speaking to the member of staff, either face to face or on the telephone.

You should receive a written acknowledgement of your complaint within three working days and a response within 10 working days. If your complaint cannot be resolved by then you should get a letter saying why not and giving you a new deadline for a full response.

Stage two

If you are unhappy with the outcome of stage one you can take the matter further and complain to the Head Teacher. Your complaint will be fully investigated and again, we will respond within 10 working days.

Stage three

If you are still unhappy after the stage two investigations, you can complain to; the chair of governors. Your complaint will be fully reviewed and a response will be sent to you within 15 working days. Again, we will let you know if it is going to take any longer. If the chair of governors feels that it would help to resolve the complaint s/he will call a panel of governors together to hear your complaint and decide what actions to take. This hearing will take place within one month, at a time that is mutually convenient.

We hope our complaints procedure will help you to sort out quickly and successfully any problems you may have with Bradfields School. However, if you do not think that we have dealt with your complaint properly, you can make a complaint to the Local Education Authority.

Statutory Complaints

Some complaints come outside the scope of Bradfields School's own complaints procedure and are shown below. They are matters where there are already specific processes in place and should be referred to the relevant section of Local Education Authority.

Admissions

Medway LEA has responsibility for admissions to community and controlled schools. Any appeals or complaints should be referred to the admissions team. Admissions to aided and foundation schools should be dealt with by the diocese and/or governors.

Child Protection

The Social Services Department and the police will investigate Child

Protection issues. Bradfields School's prime responsibility is to trigger the appropriate procedure through the Social Services and should not attempt to investigate the issues.

The Curriculum and Religious Worship

Complaints about the curriculum should initially be considered by the governing body. If the complainant is still not satisfied after this, or feels that the LEA or governing body has acted "unreasonably" or failed to discharge a statutory duty in relation to the school curriculum or religious worship, s/he should be referred to Medway's advisory team in the first instance.

Exclusions

Governing bodies are required to set up exclusions committees to consider exclusions. Guidance for procedures has been issued by the DfES.

Personnel Matters

Any staff disciplinary or grievance matters for staff employed in community and controlled schools should be dealt with under the procedures adopted by the governing body (usually recommended by the education authority).