



Trinity

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Trinity All Through School

Complaints Procedures

<i>Date Governor Approval</i>	<i>Date of next review</i>	<i>Notes</i>
<i>21st May 2017</i>	<i>November 2019</i>	

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COMPLAINTS PROCEDURES

TRINITY SCHOOL

Policy agreed: May 2017 Review date: November 2019

As a church school it is our vocation, moral obligation and delight to provide the best possible education for each student.

INTRODUCTION

Governors hope that complainants find it easy to discuss any issues arising in relation to the school. When there are particular concerns which complainants wish to share with the school we expect them to get in touch with the school by letter, telephone or e-mail so that the matter can be dealt with quickly and informally.

Trinity also recognises pupils' voice and that of its community and therefore also applies this policy to the school and wider community.

CONCERNS ABOUT ACADEMIC PROGRESS

If a complainant is worried about a particular aspect of the school affecting a child's progress, the complainant should let the school know. Depending on the nature of the concern it will be dealt with by the Deputy Head of School (Primary) / Head of Department / Head of Year (Secondary) or by a member of the senior leadership team. If the complaint has not been acknowledged by the school within 3 working days please call the school. We will aim to respond in writing to the complainant within 10 working days of receiving the complaint. If the complainant is not satisfied with the school's response the matter can be taken to the Deputy Head of School (Primary) / Deputy Head Teacher (Secondary) where it will be discussed informally and hopefully resolved. If the matter relates to the Deputy Head of School (Primary) / Deputy Head Teacher (Secondary) it can be taken to Stage 2 of the formal complaints procedure.

GENERAL PASTORAL CONCERNS

If a complainant is worried about a child's general welfare their complaint should be directed to the child's class teacher (primary) / family group leader (Secondary)

CONCERNS ABOUT STAFF

Concerns about staff should be addressed to the Head of School (Primary) / Deputy Head Teacher (Secondary) in the first instance. Concerns about the Head of School (Primary) / Deputy Head Teacher (Secondary) should be addressed to the Executive Headteacher in the first instance.

CONCERNS ABOUT THE SCHOOL IN THE COMMUNITY

Concerns from the community should be addressed to the Head of School (Primary) / Deputy Head Teacher (Secondary) in the first instance. Concerns about the Head of School (Primary) / Deputy Headteacher (Secondary) should be addressed to the Executive Headteacher in the first instance.

FORMAL PROCEDURE

If a complainant is deeply concerned and feels that the school has not addressed the matter sufficiently and it needs further attention, formal procedures may begin.

Stage 1. The complaint must be made in writing either by letter or by email and handed in /sent to the school. The Head of School (Primary) / Deputy Headteacher (Secondary) will then arrange to meet the complainant at school. The complainant may, should they choose, be accompanied by a friend. A school note taker will be present to record the points under discussion. The Head of School (Primary) / Deputy Headteacher (Secondary) will endeavour to establish what has happened so far, who has been involved and what the complainant feels would put things right. Any misunderstandings, which might have occurred, will be discussed. The Head of School (Primary) / Deputy Headteacher (Secondary) will respond in writing to the complainant within 10 working days of the meeting.

Stage 2. If the complainant is still not satisfied and wishes the matter to be taken further the complaint will be referred to the Executive Headteacher who will investigate the complaint and will respond to the complaint either at a meeting called for this purpose or in writing.

Stage 3 If the complainant is still not satisfied the complaint will be referred to the Chair of Governors at the school.

Stage 4. The Chair will convene a complaints panel of members of the governing body to hear the complaint within 21 working days of their receiving the complaint. Each side will be given the opportunity to state their case and ask questions. All parties see written material. The panel can:

- Dismiss the complaint in whole or in part
- Uphold the complaint in whole or in part
- Decide on appropriate action to be taken to resolve the complaint
- Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not occur again.

The panel's decision will be sent in writing to the complainant within 5 working days of the hearing. The outcome of the hearing will be reported to the full governing body. This is the final stage in the school's complaints procedures.