



Trinity Primary Complaints Policy

Review date: May 2017

Our Aims

“With you is Wisdom, she who knows your works, and was present when you made the world. Send her forth from the holy heavens; from the throne of your glory send her. That she may work at our side and that we may learn what is pleasing to you. For she knows and understands all things, she will guide us wisely in our actions and guard us with her glory” Wisdom 9: 9-11

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. We pride ourselves on our open door policy and strongly advise those who have an issue to speak to the class teacher or Head of School in the first instance. Ideally this is face to face, but the school can also be communicated to through 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 we also apply this policy to the school and wider community.

INFORMAL PROCEDURES:

We believe that most concerns can be effectively resolved with open communication. Therefore we encourage pupils, parents, carers or others to whom this policy applies to raise matters of concern with the relevant class teacher, or, if they relate to the whole school, with the Head of School.

COMPLAINTS ABOUT A TEACHER/CONCERNS ABOUT PROGRESS/GENERAL PASTORAL CONCERNS:

First course of action:

Speak with the class teacher and try to resolve the issue. This should involve the following:

- clearly establishing what the issue is
- agreeing the measures to resolving the issue
- agreeing a way of reviewing e.g. weekly 'check' to ensure the issue has been or is being resolved

Second course of action:

If this is not working, a meeting should be arranged with a member of the Senior Leadership Team, the teacher, the parent(s) and, if appropriate, the child. We strongly believe that issues should be discussed openly and the above points should be implemented. A written record should be made and shared with all parties, using the attached template (Appendix 1). Parents may wish for a parent governor to be present at this meeting.

Third course of action:

Formal procedures: Please see below

CONCERNS ABOUT THE SCHOOL IN THE COMMUNITY:

Concerns from the community should be addressed to the Head of School in the first instance. Concerns about the Head of School should be addressed to the Head of Trinity All Through School in the first instance.

FORMAL PROCEDURE:



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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 may be made in writing in person by appointment or on the telephone. The Head of School will then arrange to meet the complainant at school. The complainant may bring a friend and a note taker will be present to record the points under discussion. The Head of School 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 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 Head of Trinity All Through School 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 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 3 Leaderships – Learning – Relationships
- 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.