



Concerns and Complaints Policy 1.0

Evolve Education Trust

'This school is committed to safeguarding and promoting the wellbeing of all children, and expects our staff and volunteers to share this commitment'.

Feedback

At Evolve Education Trust we have established continuous dialogue with children and parents through a range of activities that include, school council, pupil and parent questionnaires and parents' evenings.

We consider all your feedback carefully. It is not always possible to act immediately on your feedback, but children and the school always benefit from home and school working together.

Concerns

It is natural that parents may, occasionally, be concerned about an aspect of their child's education or welfare at school. This could include issues about the school's approach to aspects of the curriculum, homework, behaviour or any other matter. We welcome enquiries from parents about any matter.

If you have a concern, please come to talk to the relevant staff straight away. If you leave it too long, and we don't know of your concern, it may not be possible to deal with your concern adequately. The vast majority of concerns will be handled by the class teacher who knows your child best. Hopefully, staff will be able to reassure you there and then, or arrange to look into the matter and talk with you again with further information.

The usual procedure is to talk to your child's class teacher in the first instance, or contact the school office to arrange an appointment to discuss your concern with the relevant staff. At all times the staff will do their best to help solve a problem. Teachers and staff will explain the schools policies and practices, and how these affect the children.

If, occasionally, you feel that you need to state your concern formally, this is not a problem. The school has defined procedures for handling complaints, so don't be embarrassed if you feel an issue warrants more attention.

Complaints Policy Summary

The procedure, again, is to talk to your child's class teacher in the first instance, or contact the school office to arrange an appointment to discuss your complaint with whichever staff are appropriate.

The school's policy for handling complaints is based on the Department for Education guidelines. Please ask if you would like a copy. It would be unusual for the school to deviate from these procedures, but the school retains discretion in these matters, e.g. if the matter occurred more than 3 months ago.

Any formal complaint must be made in writing and sent into school in a sealed envelope. Because of the sensitive nature of complaints the school will not accept complaints by email correspondence.

In Summary

Stage 1 - Receiving a complaint

The person receiving the complaint acknowledges its receipt and passes it to the appropriate person, most often the class teacher.

Stage 2 - Complaint dealt with by staff member

Our aim is to resolve current concerns through informal discussions at the appropriate level in school as soon as the concern arises. If you do not feel that the issue has been resolved you may decide to go to stage 3

Stage 3 - Complaint heard by Headteacher

Stage 3 is the first formal stage where a written complaint is investigated and considered by the Headteacher or member of the Senior Leadership Team. If you are not satisfied with the outcome you may choose to go to stage 4.

Stage 4 - Complaint heard by Governing Body.

If Stage 3 is complete, the complaint may be heard by the Chair of Governors, who has the discretion to offer a Complaints Panel of the Governing Body. Please note that no governor may deal with any complaint in isolation. At the end of Stage 4 the school complaint procedure is complete.

Beyond the Governing Body, the final recourse for a complaint is to the Education Standards Funding Agency. Their remit is to ensure that the correct procedures have been followed.

If you should need to refer to the full procedures, please ask at the school office, or write to request an electronic copy.

At every stage the school aims to resolve all concerns through a constructive, courteous dialogue with parents.