



Jesus said 'I have come so that you might have life - life in all its fullness' St John's gospel Chapter 10, verse 10

Brill Church of England School Complaints Policy

<u>Policy Reviewed</u>	<u>Sept 2017</u>				
<u>Policy Owner</u>	<u>L.White and D.Baker</u>				
<u>Policy adopted by Governing body</u>	<u>Sept 2017</u>				
<u>Signed Headteacher/ Chair of Govs</u>					
<u>Review date</u>	<u>Sept 2020</u>				
<u>Version</u>	<u>1</u>				

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School Ethos and Values

Our Mission statement

Jesus said *'I have come so that you might have life - life in all its fullness'* St John's gospel Chapter 10, verse 10

In a safe and happy environment, supported by our Christian values and ethos, we aim to provide the highest quality teaching and learning for all - through the delivery of a stimulating curriculum that develops the whole child and is relevant for the world we live in today.

Our Aims

- To stimulate intellectual curiosity and a lifelong love of learning, enquiry and debate
- To promote social, cultural, moral and spiritual development in order to prepare our pupils to be responsible citizens
- To develop relevant core skills and knowledge that help each child to become reflective and independent learners prepared for their future in an ever changing world
- To provide a healthy, safe and caring environment where children develop beliefs and attitudes that help them become successful well rounded human beings
- To offer a broad, enriched curriculum - that values and celebrates excellence in all fields of endeavour

Our School Christian Values

- **Honesty** - "Tell the truth to each other." Zechariah 8.16
- **Service** - "Serve one another in love." Galatians 5.13
- **Love** - "Love is patient and kind; it is not jealous or conceited or proud." 1 Corinthians 13.4
- **Compassion** - "Clothe yourselves with compassion, kindness, humility, gentleness and patience." Colossians 3.12
- **Hope** - "For surely I know the plans I have for you, says the Lord, plans for your welfare and not for harm, to give you a future with hope." Jeremiah 29.11
- **Thankfulness** - "Every time I think of you I give thanks to my God." Philippians 1.3
- **Diversity** - "Live in harmony with one another. Do not be haughty, but associate with the lowly; do not claim to be wiser than you are." Romans 12.16
- **Respect** - "Do to others as you would have them do to you."

Matthew 7.12

- **Joy** - "Rejoice always, pray continually, give thanks in all circumstances; for this is God's will for you in Christ Jesus." 1 Thessalonians 5.16-18
- **Peace** - "Blessed are the peacemakers, for they will be called children of God." Matthew 5.9
- **Forgiveness** - "Just as the Lord has forgiven you, so you must also forgive others." Colossians 3.13
- **Courage** - "Be strong and courageous; do not be frightened or dismayed, for the Lord your God is with you wherever you go." Joshua 1.9

Introduction

This document sets out the school's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If you have any concerns about the school or the education provided, please discuss the matter with your child's class teacher at the earliest opportunity. The school considers any concerns very seriously and most problems can be resolved at this stage.

Please note that this procedure does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals, decisions about your child's special educational needs or grievances by school staff. These are the subject of separate complaints procedures. Copies of these procedures can be obtained from the school.

All other complaints are handled by the school according to the arrangements set out below.

Aims and Objectives

The school will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

Framework of Principles

This procedure is intended to: be easily accessible and publicised · be simple to use and understand · be impartial · be non-adversarial · allow swift handling with established time limits for action and keeping people informed of the progress · ensure a full and fair investigation by an independent person where necessary · respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation) · address all points of issue, providing an effective response and appropriate redress, where necessary · inform staff and governors where improvements may be needed

Formal Complaints Procedure

Stage 1

If you feel that a concern has not been addressed through informal discussion with the class teacher and you wish to have the matter formally investigated by an appropriate person from the school, please complete a complaint form

(Appendix 1). If you would like help completing the form, the school will be happy to provide the assistance of someone unconnected with the complaint.

If the matter is about:

- the day to day running of the school
- the interpretation of school policies
- the actions or inactions of staff at the school it will be investigated by the Headteacher or a senior member of staff nominated by the Headteacher.

If the matter is about:

- school policies as determined by the governing body
- the actions or inactions of the governing body
- the Headteacher then, it will be investigated by the Chair of Governors.

The person carrying out the investigation will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within 15 working days of receiving the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, but you are not entitled to know which procedure or the final outcome.

Stage 2

If you are not satisfied with the result from Stage 1, you may choose to refer your complaint to Stage 2 of the procedure. This must be done in writing to the school within 10 working days of the completion of Stage 1.

At this Stage, the complaint will be considered by either the Chair, or a panel of 3 governors depending on who carried out the investigation in Stage 1 :

- A. If Stage 1 was investigated by the Headteacher or a senior member of staff nominated by the Headteacher, the Chair will consider the manner in which the complaint was addressed and decide whether it has been properly dealt with. The general principle is that the school should be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the school's procedure.

If they have any concerns, they may ask the Headteacher to reopen the investigation. The complainant will be kept informed of any delay. If the complainant is not satisfied after the Chair has completed their review, a panel of 3 governors will meet to consider the complaint and make a final decision about it on behalf of the governing body.

B. When Stage 1 has been investigated by the Chair, Stage 2 will be carried out by a panel of 3 governors, who will meet to consider the complaint and make a final decision about it on behalf of the governing body.

In either A or B, the panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 working days of your request.

You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend, accompanied by a friend/partner if you wish, to put your case.

The Headteacher will be given the same opportunities. The panel will write to you with its conclusion within five working days of the meeting.

The decision of the panel is final. If you are still not satisfied, you may wish to put your complaint to the Secretary of State for Education and Skills.

Monitoring and Review

The governing body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all formal complaints received by the school and records how they were resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

Availability

A copy of this procedure is available to all parents on request and is also available on the school's website.