

Weston Green School

Complaints Procedure

Weston Green School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure.

Stage 1 ~ Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their child's class teacher. In many cases, the matter will be resolved straightaway by this means to the parent's satisfaction. If the class teacher is unable to resolve the matter alone, it may be necessary for a senior teacher to be consulted.
- Complaints made directly to the Head Teacher will be referred to the class teacher.
- The class teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 5 working days or in the event that the class teacher and parents fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2 ~ Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head Teacher. The Head Teacher will then decide, after considering the complaint, the appropriate course of action to take.
- In most cases, The Head Teacher or senior teacher not involved in the complaint will meet/ speak to the parents concerned, normally within 5

- working days of receiving the complaint, to discuss the matter further. If possible a resolution will be reached at this stage.
- It may be necessary for the Head Teacher to carry out further investigations.
 - The Head Teacher will keep written records of all meetings and interviews held in relation to the complaint.
 - Once the Head Teacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Head Teacher will also give reasons for her decision.
 - If parents are not satisfied with the decision, they may proceed to Stage 3 of this procedure.

Stage 3 ~ Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the proprietor who calls hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by Weston Green School. The proprietor will then acknowledge the complaint and schedule a hearing to take place as soon as is practicable and normally within 15 working days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 3 working days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how this should be carried out. After consideration of all the relevant facts, the Panel will reach a decision and may make recommendations, which

it shall complete within 10 working days of the hearing. The decision of the Panel is final. The Panel's findings, and, if any, recommendations will be sent in writing to the parents, the Head Teacher, the SMT, and where relevant the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where disclosure is required in the course of the school's inspection or other legal obligations.