



The Caldecott Foundation School

Helping children build a future

# Complaints Procedure

Review Updated by the Associate Head Teacher, November 2016

Reviewed by the Senior Leadership Team, November 2016

We believe that our schools provide a good education for all our pupils, and that senior leaders and other staff work very hard to build positive relationships with all parents, carers and other stakeholders. However, we acknowledge from time to time parents, carers and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations we have adopted this simple and clear complaints procedure.

**Our schools aim to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the pupils above all other issues. Written records will be kept of all complaints including the stage at which they were resolved and all correspondence, statements and records of complaints will be kept confidential.**

The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means (before or at Stage 1 of the procedure)
- Be simple to use and understand
- Treat complaints confidentially
- Allow problems to be handled swiftly
- Address all points causing concern
- Inform future practice so that the problem is unlikely to recur
- Reaffirm the partnership between families and staff as they work together for the good of the pupils in the schools
- Ensure that the school's attitude to a pupil would never be affected by a parental complaint
- Discourage anonymous complaints
- Ensure that all staff have opportunities to discuss and understand the schools' response to concerns and complaints made by families or other persons
- Ensure that any person complained against has equal rights with the person making the complaint
- Regularly review its system for monitoring concerns and complaints received from individuals

### **OTHER COMPLAINTS PROCEDURE**

The Caldecott Foundation School has a **simple and transparent** complaints procedure. If you have a concern or a complaint you wish to raise, it is your right to do so.

### **STAGE 1 (INFORMAL): SHARING YOUR CONCERN**

If you are concerned about anything to do with the education that we are providing at our schools you should, in the first instance, discuss the matter with your child's key worker or class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that every pupil is happy at school, and are making good progress; we always want to know if there is a problem, so that we can take action before the problem seriously affects the pupil's welfare and/or progress.

After hearing the concern we shall act as quickly as we can. Please allow time for any action we may take to be effective. It may be possible to see the key worker or teacher straight away but usually it is better to make an appointment so that you can sit and talk things through.

## **STAGE 2 (FORMAL): MAKING A COMPLAINT TO THE HEAD OF EDUCATION**

If you are unhappy, ask for an appointment with the Head of Education. If you wish to do so, it is helpful if you can bring a brief outline of your concern when you make the appointment. It may be useful to complete the Complaints Form (at the end of this document) at this point. After your discussion with the head of school you may have to wait a short time while investigations are carried out. Every effort will be made to resolve the situation as quickly as possible; the head of School will keep you updated and will send you a written response within seven school days.

## **STAGE 3 (FORMAL): MAKING A COMPLAINT TO THE EXECUTIVE HEAD**

If you are still unhappy, ask for an appointment with the Associate Head. If you wish to do so, it is helpful if you can bring a brief outline of your concern when you make the appointment. It may be useful to complete the Complaints Form (at the end of this document) at this point. After your discussion with the Executive Head you may have to wait a short time while investigations are carried out. Every effort will be made to resolve the situation as quickly as possible; the Associate Head will keep you updated and will send you a written response within seven school days.

## **STAGE 4 (FORMAL) MAKING A COMPLAINT TO THE MANAGING DIRECTOR**

Only if the complaint is still unresolved should a formal complaint be made to the school's Managing Director. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. You send this written complaint to Clive Lee at the usual school address, who will investigate and write to you with a formal written response within ten school days of receipt.

## **STAGE 5 (FORMAL): MAKING A COMPLAINT TO OUR COMPLAINTS PANEL**

If the complaint has still not been resolved at Stages 1, 2, 3, or 4 you may ask for your complaint to be heard by our complaints panel, which will include at least three members who have been appointed by Clive Lee and the Foundation.

None of the three appointed members of the complaints panel will have been directly involved in any of the matters detailed in the complaint and at least one of the three will be completely independent of the Leadership of the school.

The complaints panel will consider all written complaints within twenty school days of receipt. The panel will arrange a meeting to discuss the complaint and will invite you to attend the meeting, so that the complaint can be explained in more detail. The complainant is welcome to be accompanied by a person of their choosing to the meeting. The school will always give the complainant at least ten days' notice of the meeting.

After hearing all the evidence, the complaints panel will consider their decision and inform the complainant and where relevant the person complained about their key findings and recommendations which will be provided in writing within two school days.

The complaints panel will do all they can at this stage to resolve the complaint to the complainant's satisfaction. A copy of the findings and recommendations will be made available for inspection at the school by the proprietor and the leadership team.

## SUMMARY OF TIMESCALES

Stage	Description	Response
1	<b>INFORMAL: SHARING YOUR CONCERN</b> A discussion with a relevant member of staff, e.g. key worker or teacher	As soon as possible, within 2 school days
2	<b>FORMAL: MAKING A COMPLAINT TO THE HEAD OF EDUCATION</b> A meeting and /or written complaint to the relevant Head of Education	Acknowledged on the day of receipt, responded to within a maximum of 7 school days.
3	<b>FORMAL: MAKING A COMPLAINT TO THE ASSOCIATE HEAD</b> A meeting and/or written complaint to Paul Adams	Acknowledged on the day of receipt, responded to within a maximum of 7 school days
4	<b>FORMAL: MAKING A COMPLAINT TO THE MANAGING DIRECTOR</b> Written complaint to Clive Lee	Acknowledged on the day of receipt, responded to within a maximum of 10 days
5	<b>FORMAL: MAKING A COMPLAINT TO OUR COMPLAINTS PANEL</b> Attendance at a complaints panel hearing	Hearing arranged within 20 school days, providing the complainant with 10 days' notice  Findings and recommendations sent within 2 school days of the hearing.

## COMPLAINTS LOG

All complaints are recorded on an online log. The detail of the complaint is recorded, including informal complaints (Stage 1), as is whether the complaint is resolved at Stage 1, or at any Stage of the formal complaints procedure. Any actions taken by the school as a result of a complaint (regardless of whether the complaint has been upheld or not) are also recorded on this log.

All information (correspondence, statements, and records) related to all individual complaints is kept confidential and locked away, accessed only by the Executive Head and HR Officer.

## **POLICY REVIEW CYCLE**

This policy and all policies at Caldecott Foundation School will be reviewed and updated as necessary by the leadership team and board of associate directors as per our policy review cycle.

THE CALDECOTT FOUNDATION SCHOOL COMPLAINTS FORM

Please send this completed form to the usual school address. When we receive a complaint we aim to acknowledge its receipt on the same day.

Your Name:
Child's Name:
Your relationship to the Child:
Address:
Postcode:
Home Telephone Number:
Mobile Telephone Number:
Please Give Details of Your Complaint:

What action, if any, have you already taken to try and resolve your complaint?  
(Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so please give details.

Signature:

Date:

Official Use

Date acknowledged sent:

By whom:

Complaint referred to:

Date: