

## Parental Concerns and Complaints Resolution Policy

### The school's philosophy

Renaissance recognises that Parents/Carers and school must work in partnership and that in all matters, any action taken must have each pupil's interest and well-being as the priority. Our school prides itself on the quality of teaching and pastoral care provided to its pupils. The school will give careful consideration to all concerns and 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.

### Aims

At Renaissance we aim to:

- Encourage resolution of problems by informal means wherever possible
- 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 at issue and provide an effective response and appropriate redress, where necessary
- Provide information to the school's senior leadership team so that services can be improved.

### Please note:

- i) This policy does not apply to issues concerning Child Protection which are addressed by separate procedures. Please refer to the school's Child Protection Policy
- ii) If the complaint is in regard to staff discipline, then the Head of School will decide if it is more appropriate for the matter to be dealt with by following the Staff Discipline Policy rather than the complaints procedure. Parents will be notified if this is the case, however Renaissance will not be at liberty to inform the complainant of the final outcome of a staff disciplinary investigation.
- iii) Pupil complaints are dealt with by following the Pupils' Concerns and Complaints Policy.
- iv) If the complaint relates to the actions of the Head of School and the complainant wishes to make a formal complaint this will be dealt with by the Board.

### Stage 1. Informal Resolution:

Evidence shows that most problems can be resolved at this stage.

- If parents have a complaint or concern, they should contact their son/daughter's class/form teacher. In many cases, the matter will be resolved straight away by this means to the parent's satisfaction. If the class/form teacher cannot resolve the matter alone, it is necessary for him/her to consult the teacher's line manager. The complaint should be dealt with, in turn, by the appropriate member(s) of the relevant Key Stage leadership team. Ultimately, this may lead to the Head of School being directly involved in dealing with the complaint. Note. It is not the intention of this procedure to add undue delay but to ensure that a thorough attempt is made to resolve the complaint at this informal stage.
- Note. If an informal complaint is made directly to the Head of School, a member of the Senior Leadership Team or any of the teacher's line managers it will usually be referred to

the relevant teacher unless the 'line manager' concerned deems it appropriate to deal with the matter personally. In this event the 'line manager' will attempt to resolve the matter in five working days or as soon as is practicable.

- Should a matter not be resolved within five working days, or in the event that the relevant teacher and the 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 Complaints Procedure:**

If a parent feels that a complaint has not been addressed through informal discussion they may wish to have the matter formally investigated, this process begins with the completion of a complaints form, which can be found at the end of this policy. The complaint must be made in writing. If parents would like help completing the form, the school will provide the assistance of someone unconnected with the complaint.

The complaint form should be returned to the school office, marked '*Confidential, for the attention of either the Head of School or Confidential, for the attention of either the Board*'. The Head of School will acknowledge in writing receipt of the complaint form within three working days after receiving it and will enclose a copy of the school's complaints procedure with the acknowledgement.

### **Concerns/complaints under the Head of School's responsibility:**

- the day-to-day running of the school
- the interpretation of school policies
- the actions or inactions of staff at the school

### **Vexatious complaints**

While the great majority of complaints are motivated by a genuine sense of concern on some occasions a complaint may be vexatious or malicious. It is in the interests of all parties to be clear to a complainant that no further action will be taken when a complaint has been investigated to its full extent and cannot be substantiated.

### **Anonymous complaints**

Generally the school will not act on anonymous complaints. Staff members should not be required to respond to allegations made in unsigned letters/anonymous emails etc.

All such anonymous complaints must be forwarded to the Head of School for initial advice and assessment.

### **Monitoring and Review**

The Board monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Head of School is responsible for ensuring that all written formal complaints received by the school are logged and how they were resolved is recorded. The Board will have the opportunity to examine this log on a termly basis make recommendation as appropriate.

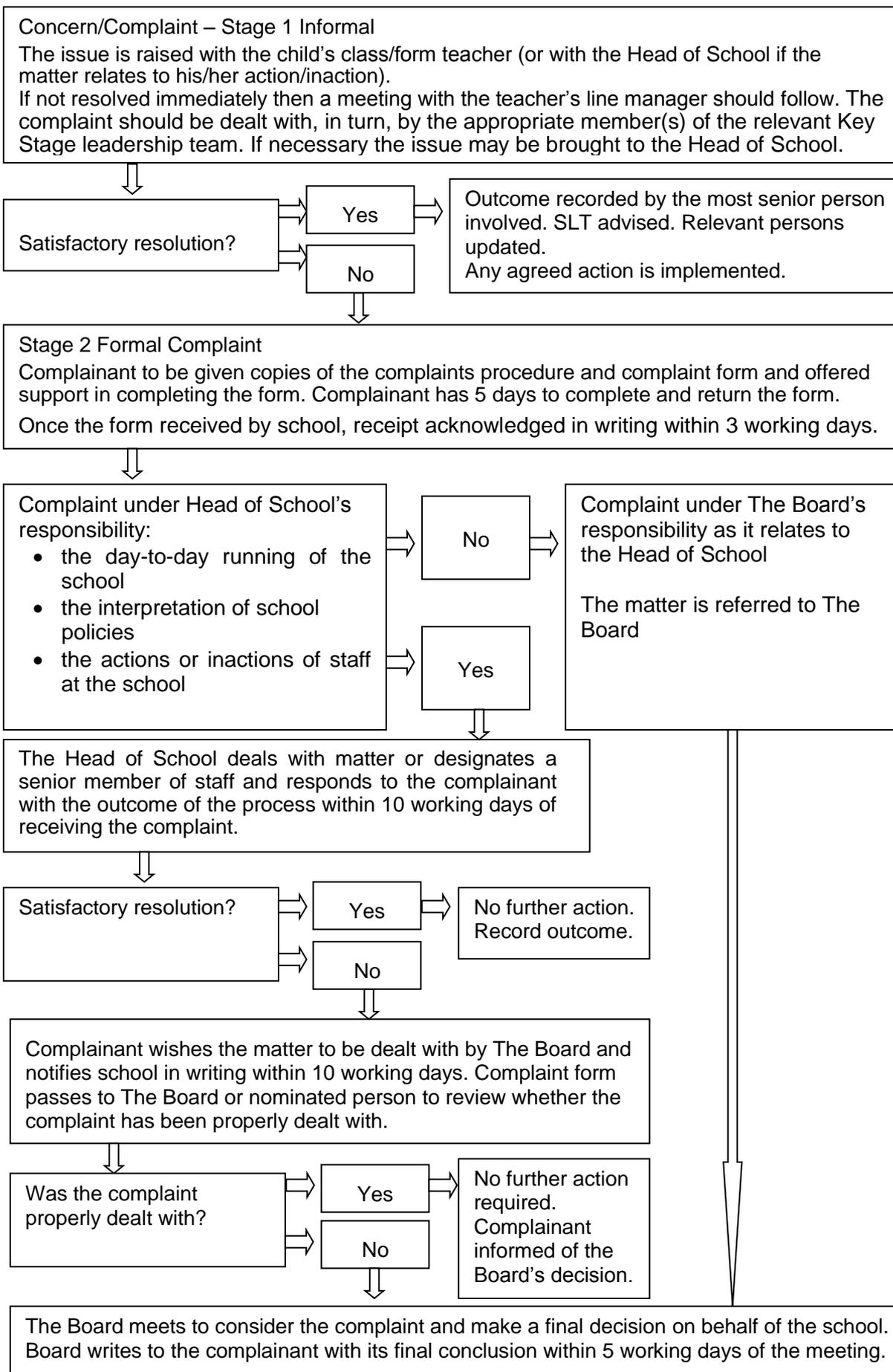
### **Availability**

A copy of this policy is available to all parents on request

### **Date of policy and next review:**

Date of Policy:	January 2015
Consultation with staff and Board:	Completed by December 2015
Ratification by Board of Directors:	December 2015
Date of Review:	June 2017 and then each year.

## Concern/Complaint Procedure At-a-Glance



**Parental Complaint Form**  
**To be used if a formal complaint is being made**

Please complete and return to the Admissions Office.  
Please address: 'For the attention of the Head of School' or 'For the attention of the Board'

<p>R1. Complaint under Head of School's responsibility:</p> <ul style="list-style-type: none"> <li>• the day-to-day running of the school</li> <li>• the interpretation of school policies</li> <li>• the actions or inactions of staff at the school</li> </ul> <p>The complaint should be addressed: 'For the attention of the Head of School'.</p>	<p>R2. Complaint under The Board's responsibility:</p> <ul style="list-style-type: none"> <li>• the actions or inactions of the Head of School</li> </ul> <p>The complaint should be addressed: 'For the attention of the Board'.</p>
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<p>Your name:</p>		
<p>Pupil's name:</p>		<p>Class:</p>
<p>Your relationship to the pupil:</p>		
<p>Nature of your complaint (include dates and times if appropriate).</p>		
<p>What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?</p>		
<p>What actions do you feel might resolve your complaint at this stage?</p>		
<p>Are you attaching any paperwork? If so, please give details.</p>		
<p>Signature:</p>		<p>Date:</p>
<p><b>For Official Use Only:</b></p>		
<p>Date complaint received:</p>		<p>By:</p>
<p>Complaint referred to:</p>		<p>Date:</p>
<p>Acknowledgement sent to complainant:</p>	<p>Yes/ No</p>	<p>Date:</p>