

Pupil Concerns and Complaints Procedure Draft for Discussion

Introduction

Renaissance places great importance on the quality of the teaching and pastoral care provided to its pupils. If you do have a concern or complaint about any aspect of School life you can expect it to be dealt with by our School in accordance with this procedure.

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 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) Parental complaints are dealt with by following the **Parental 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.

If there is anything bothering, please talk to a member of staff or a member of Secondary Parliament or Primary Parliament about what is bothering you.

What will happen next?

Most concerns and complaints can be dealt informally. If, after this informal stage, a pupil is not satisfied then you can make a formal complaint by completing a Pupils' Complaints Form. Your complaint to be treated by the School in accordance with the procedure outlined below.

Will a concern or complaint be treated confidentially? Concern or complaint will be treated confidentially and Knowledge of it will be limited to the Head of School, board of directors in some cases and those directly involved. We cannot entirely rule out the need to make third parties outside the School aware of the complaint and possibly also the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk, in which case you would be fully informed.

I'm worried if I complain that the teacher won't like me?

If any member of staff allowed a complaint to impact upon his/her professional relationship or interaction with any pupil then this would become a staff disciplinary matter.

Anonymous complaints

Generally the school will not act on anonymous complaints. All such anonymous complaints must be forwarded to the Head of School for initial advice and assessment.

Procedure for handling complaints made by pupils

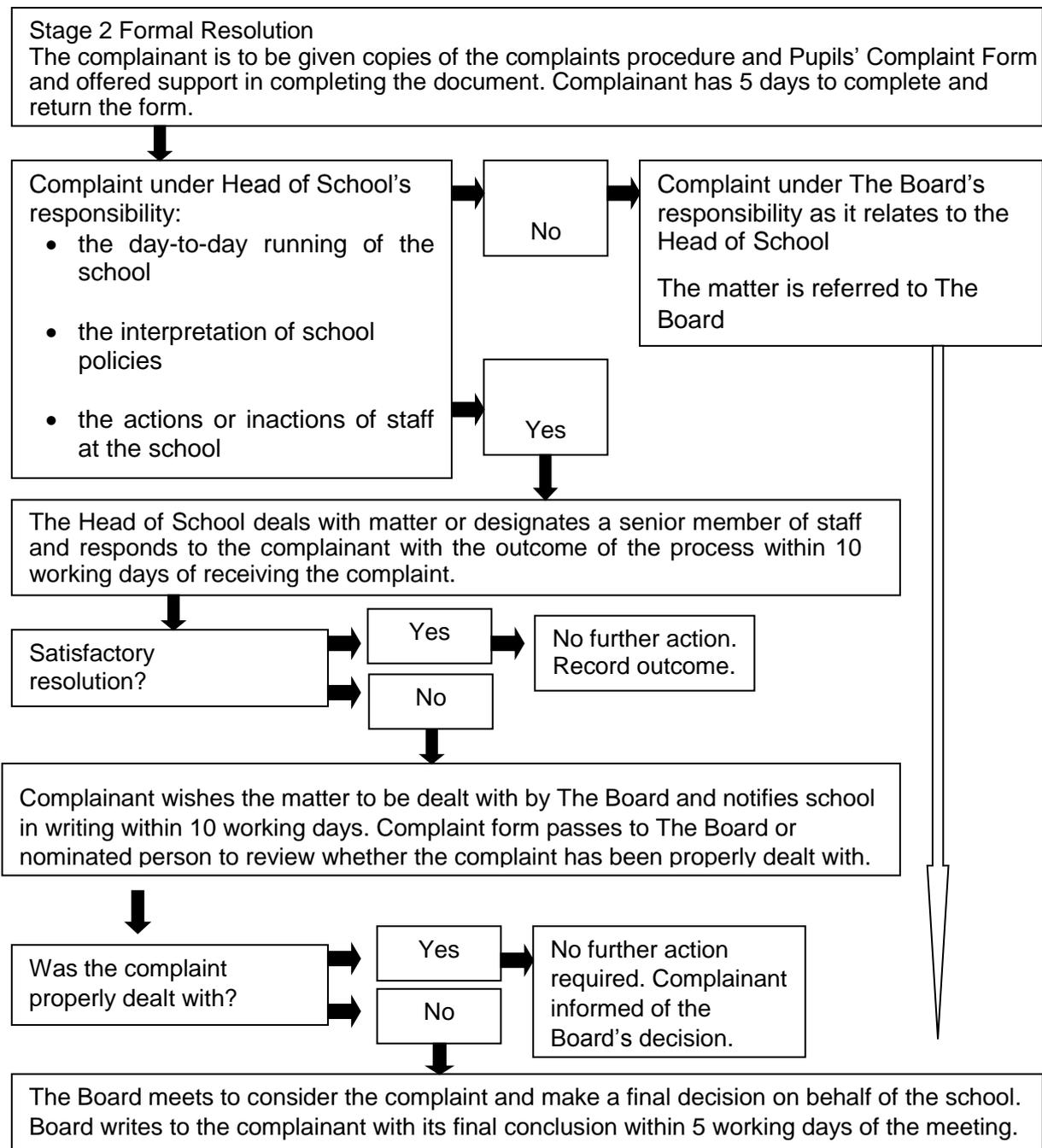
Stage 1: Informal Resolution

1. If pupils have a complaint they should normally contact their Form Tutor or Class Teacher or an appropriate member of staff. If the concern or complaint is about a Form Tutor or Class Teacher then the Head of School or Deputy Head of School should be informed.
2. Complaints will normally be acknowledged in writing as soon as practicable and within at least five working days. Pupils will be told what is happening to their concern or complaint and, if a more detailed response is needed, by what date it will be received.

3. Once a complaint has been made, it will be investigated and the relevant department or member of staff against which the complaint has been lodged given the opportunity to respond.
4. Once the complaint has been investigated the response will be explained to the pupil and appropriate action implemented. The response will be given within 10 working days. Should an investigation take longer the pupil will be updated every 10 working days.
5. Should the matter not be resolved or the complainant is unsatisfied then they may proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2 - Formal Resolution

1. If a complaint cannot be resolved on an informal basis, pupils should complete a Pupils Complaint Form with the agreement and knowledge of their parents. At this stage the procedure follows that as shown below:



Pupils' 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/Concern under Head of School's responsibility:</p> <ul style="list-style-type: none"> the day-to-day running of the school the interpretation of school policies the actions or inactions of staff at the school <p>The complaint should be addressed: 'For the attention of the Head of School'.</p>	<p>R2. Complaint/Concern under The Board's responsibility:</p> <ul style="list-style-type: none"> the actions or inactions of the Head of School <p>The complaint should be addressed: 'For the attention of the Board'.</p>
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Your name:	Class:	
Nature of your complaint (include dates and times if appropriate).		
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 your complaint at this stage?		
Are you attaching any paperwork? If so, please give details.		
Signature:	Date:	
Parent/Carers Signature to show agreement and knowledge of this complaint:		
For Official Use Only:		
Date complaint received:	By:	
Complaint referred to:	Date:	
Acknowledgement sent to complainant:	Yes/ No	Date:

Date of procedure and date of next review:

This policy will be reviewed and appropriately updated every three years or more frequently as required.

Date of Policy:	January 2015
Consultation with pupils, staff and Board:	Completed by April 2016
Ratification by Board of Directors:	May 2016
Date of Review:	May 2017 and then every two year