

PLATANOS COLLEGE

Statement of Intent

We are committed to providing a caring, friendly and safe environment for all of our pupils so that they can learn in a relaxed and secure atmosphere. We believe every pupil should be able to participate in all school activities in an enjoyable and safe environment and be protected from harm.

This is the responsibility of every adult employed by, or invited to deliver services at, Platanos College. We recognise our responsibility to safeguard and promote the welfare of all our pupils by protecting them from physical, sexual or emotional abuse, neglect and bullying.



CONCERNS AND COMPLAINTS POLICY

2015 – 2016

Concerns and Complaints Policy

Principles

We are committed to safeguarding and promoting the welfare of children. This is the process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up with safe and effective care that enables children to have optimum life chances.

We recognise that a difficulty which is not resolved quickly and fairly can become a cause of resentment, which would be damaging to relationships. Parents/carers and pupils should never feel - or be made to feel - that a complaint will adversely affect his/her opportunities at the school. We will resolve every parent/carer's concern or complaint in the appropriate way and, where necessary, review our systems and procedures.

It is the aim of the school to ensure that a concern or complaint made by a parent/carer is managed sympathetically, efficiently and resolved as soon as possible in order to promote fairness and pupils' welfare.

Management of complaints

A senior member of staff (Assistant Headteacher) is appointed Complaints Co-ordinator by the Headteacher. If the Complaints Co-ordinator is unavailable or is the subject of the complaint, another senior member of staff or the Headteacher will be responsible. If the Headteacher is the subject of the complaint, this should be brought to the attention of the Chair of Governors.

Procedures

Stage 1: Concerns and difficulties

- We expect that most concerns can be resolved informally. Examples might include dissatisfaction about the allocation of responsibilities or about a timetable clash.
- Please raise the concern initially with the subject teacher or class tutor. Discussion with other more senior staff will take place as appropriate.
- All concerns will be acknowledged and a Complaints Form will be completed and sent to the Complaints Co-ordinator.
- Concerns which have not been resolved by informal means within **15 school days** should be notified in writing as a formal complaint which will be dealt with in accordance with Stage 2.

Stage 2: Formal complaint in writing to the Headteacher

- An unresolved concern from Stage 1 or a complaint that requires investigation, such as discrimination, should be set out in writing addressed to the Headteacher.
- Complaints will be acknowledged by telephone, fax, e-mail, or letter.
- A senior member of staff may be appointed to investigate the matter and one or more members of the Academy Trust may be involved. Additional information may be required from you. Written records of the investigation will be kept.
- You will be notified of the outcome of the investigation by telephone, fax, e-mail, or letter within **28 working days** from the receipt of the complaint. Please note that any complaint received within one month from the end of term or half term is likely to take longer to resolve due to school holidays and limited personnel.

Stage 3: Referral to the Chair of the Academy Trust

- If the parent/guardian is not satisfied with the Headteacher's decision under Stage 2, the complaint may be renewed in writing to the Chair of the Academy Trust.
- Please write to the Chair within **five (5) working days** of receiving the Headteacher's decision. Please give full details of the complaint including all relevant documents.
- The Chair will arrange for the complaint to be investigated following procedures equivalent to Stage 2. When the Chair is satisfied that all the facts are established, he/she will notify you of his/her decision and the reasons behind it.
- If the parent/guardian is not satisfied with the Chair's decision you may ask for the complaint to be referred to the Academy Trust Complaints Panel by writing to the Clerk to the Academy Trust within **five (5) working days**.

Stage 4: Referral to the Academy Trust Complaints Panel

- The Panel comprises Academy Trust directors and members independent of the School. A Panel hearing will be held and will review the decisions taken by the Headteacher and the Chair of the Academy Trust.
- Please ensure that all relevant documents and all the grounds of your complaint are detailed in writing if you would like a Panel hearing. Please also list all other documents which you would like the Panel to see. All requests will be acknowledged in writing.
- The Panel will establish the facts by assessing the documents provided by both parties and any representations made by you, the Headteacher or the Chair.
- The Panel will decide whether the complaint is upheld or dismissed after the hearing and will make recommendations where necessary.