

Grievances or Complaints Procedure

If you have any worries that you feel have not been dealt with satisfactorily by any of the above it is hoped that this can be resolved informally by you referring the matter to the Principal for discussion.

If the complaint cannot be resolved on an informal basis then parents should put their complaint in writing to the Principal. The Principal will decide after considering the complaint and making any additional enquiries necessary, the appropriate course of action to take. The Principal will keep written records of all meetings and interviews held in relation to the complaint.

Once the Principal is satisfied that all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Principal will also give reasons for his decision.

If parents are still not satisfied with the decision, they can then refer their complaint in writing to the Chairman of Governors. The Chairman of Governors will examine all of the written evidence put forward by the complainant, together with the information considered by the Principal and his written decision. The Chairman of Governors will then inform the parents of her decision, in writing.

If the parents are still not satisfied, they may invoke the final stage of the Complaints Procedure and they will be referred to the Secretary to the Trust, who has been appointed by the Governors to call hearings of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three persons not directly involved in the matters detailed in the complaint, one of whom shall normally be Mr Andrew Dobbin and another whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Governors. The Secretary to the Trust on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within fourteen 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 three 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, however, is not permitted.

If possible, the Panel will resolve the parents concern immediately without the need for further investigation.

Where further investigation is required, the Panel will decide how to carry out the investigation. After due consideration of all facts they consider relevant, the Panel will form a decision and may make recommendations, which it shall complete within fourteen days of the hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Principal, the Governors, the Secretary to the Trust and, where relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially.