

The Acorn School

COMPLAINTS PROCEDURE

Written: February 2018

Reviewed and approved by Proprietors: September 2018

Graeme Whiting _____ *Sarah Whiting* _____

Approved by Headteachers: September 2018

James Whiting _____ *Barney Franklin* _____

Next review date: September 2019

RESPONSIBILITIES WITHIN THE ACORN SCHOOL

PROPRIETOR	Graeme Whiting T: 01453 832944 M: 07590646907 E: graemewhiting@theacornschoo.com
HEADMASTERS	James Whiting T: 07521147690 E: jameswhiting@theacornschoo.com Barney Franklin E: barneyfranklin@theacornschoo.com
DESIGNATED SAFEGUARDING LEAD:	Sarah Whiting T: 01453 832944 M: 07743064494 E: sarahwhiting@theacornschoo.com
DESIGNATED PERSON	David Cooper <i>To be contacted in writing, through the school office should the need arise.</i>

Introduction

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

Raising a concern or complaint

Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment, requested via the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Headmaster (or to the nominated person, if the complaint is about the Headmaster, or another school leader, where you feel it necessary).

If you are uncertain about who to contact, please seek advice from the school office or the nominated person.

Formal Stage

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Headmaster, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Headmaster, your complaint should be passed to the nominated person.

A Complaint Form is provided at the end of this policy, to assist you. This can also be requested from the school office. Any complaint should include:

- Details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.
- A clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Headmaster, or to the nominated person, as appropriate.

The Headmaster (or nominated person) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

It is possible that your complaint will be resolved through a meeting with the Headmaster (or nominated person). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 5 days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

If you are not satisfied with the manner in which the process has been followed, you may request that the proprietors and / or the nominate person reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the headmaster or nominated person, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A Review Request form is provided for your convenience.

Review Process

Any review of the process followed by the school will be conducted by a panel of two members of staff (where one will be the headmaster if the concern is not related to them) and the designated person. This will usually take place within 10 school days of receipt of your request.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

Model Forms

The Acorn School: Meeting Request Form

I wish to meet [*name of teacher*] to discuss the following matter:

Brief details of topic to be discussed:
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Dates/times when it would be most convenient for a meeting:
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Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed):

Signed

Date

[Please complete this form and return it to the school office]

School use only:

Date Form received:
Received by:

Date response sent:
Response sent b

The Acorn School Formal Complaint Form

Please complete this form and return it to the school office or to the Headmaster / appointed person who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed):

Date:

Please give concise details of your complaint, (including dates, names of witnesses etc...), to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)

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

School use only:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:	
Date:	

The Acorn School Complaint Review Request Form

Please complete this form and return it to Headmaster (or nominated person, if appropriate), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed):

Date:

Dear _____,

I submitted a formal complaint to the school on and am dissatisfied by the procedure that has been followed.

My complaint was submitted to and I received a response from on

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

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

School use only:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Request referred to:	
Date:	