



### **Wemms Education Complaints Procedure**

Wemms Education prides itself on not just the outstanding quality of its teaching and pupil care but also its excellent relationship with the parents and families of its students. We consider this critical to the success and well-being of the school as a whole. However, if parents do have a complaint, they can expect to be treated with respect, fairness and consideration in accordance with the School's Complaints Procedure, outlined below.

#### **Stage 1: Informal Resolution**

It is hoped that most complaints and concerns will be resolved quickly and informally. If parents have a complaint they should normally contact their son/daughter's Teacher. In many cases, the matter will be resolved straightaway by this means, to the parents' satisfaction.

If the Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Principal.

Complaints made directly to the Principal will usually be referred to the relevant Teacher unless the Principal deems it appropriate for him/her to deal with the matter personally.

The Teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 10 school days or in the event that the Teacher and the parent 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 Resolution**

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Principal. The Principal will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Principal will speak to the parents concerned, normally within 5 school days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Principal to carry out further investigations. The Principal will keep written records of all meetings and interviews held in relation to the complaint.



Once the Principal, in liaison with other relevant staff, is satisfied that, so far as is practicable, all of the relevant facts have been established, and within 15 working days from the receipt of the complaint, a decision will be made and parents will be informed of this decision in writing. The Principal will also give reasons for her decision.

**Stage 3 Where a parent is not satisfied with the Principal's response.**

- 1. There is provision for the parent/career to make representations to an Independent Complaints Panel. This panel will consist of three members of the Governance Committee, two of whom are independent of the management and running of the school. The third member may, as long as they are not directly involved with the teaching of the student and/or the specific case, be a senior member of the teaching body.**
- 2. The Parent will inform the Principal, in writing, of their wish to invoke the Complaints Panel within two working weeks of the Principal's initial response.**
- 3. The Principal will arrange for the meeting between Parent and Panel to take place within seven days of receipt of this letter and will inform the parent by email, post and phone call of the arrangements.**
- 4. It is anticipated the Parent will wish to be in attendance when the panel meets. It is also anticipated the parent will wish to be accompanied by independent friend/advisor. Should the parent be unable to attend on the first date offered, the Panel will be asked to postpone the meeting for seven days. If the parent is unable to attend the second date, the panel will meet to consider the complainant's written report and will act on the information so provided.**
- 5. The Panel will consider all evidence and reports and will make its findings and recommendations available to the complainant and where relevant to the person complained about, in writing, within seven working days of the meeting.**
- 6. Simultaneously, the report will be made available to the Principal and Proprietor who will ensure a copy is placed both in the student's confidential file and the Central Confidential Complaints Record.**
- 7. The Principal will respond to the Complaints Panel, Complainant and, if appropriate the person complained about, within five working days. This response will take the form of an action plan that identifies and actions the recommendations and findings of the panel.**