

**Red Rose School Cardiff Limited**

**Complaints Policy and Procedures**

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| Policy Details |
| Author: Huw Pockett |
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| Person responsible for review: Huw Pockett |

Red Rose School prides itself on the quality of the teaching and pastoral care provided for its pupils. However, if complaints do occur, it is expected that complaints are treated seriously by the School in accordance with this procedure.

**Introduction**

**Stage 1 - Informal Resolution**

It is hoped that most complaints and concerns will be resolved quickly and informally**.**

If the complainant has a complaint they should normally contact the school through the appropriate Class Teacher. In most cases, the matter will be resolved straightaway by this means to the complainant’s satisfaction. If the Teacher cannot resolve the matter, it may be necessary for the complainant to consult the Head Teacher.

Concerns relating to child protection must be referred directly to the Head Teacher.

The Teacher/Head 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 7 working days or if both parties fail to reach a satisfactory resolution then the complainant will be advised to proceed with their complaint to the next stage of this procedure.

**Stage 2 - Formal Resolution**

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

In most cases, the Head Teacher will meet with or speak to the complainant concerned, normally within 7 working days of receiving the complaint, to discuss the matter. If possible, an agreement will be reached at this stage.

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

Once the Head Teacher is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and the complainant will be informed of this decision in writing. The Head Teacher will also give reasons for the decision.

If the complainant is still not satisfied with the decision, they should proceed to the final stage of this Procedure.

If a complaint is regarding the Head teacher themselves, and the complainant does not wish to raise this matter with the Head teacher directly, the complainant will be encouraged to raise their concern with the deputy Head teacher, Proprietor or with the Local Authority.

**Stage 3 – Independent person review**

If the complainant seeks to invoke Stage 3 (following a failure to reach an earlier resolution), the complaint will be referred to an ‘independent’ person (ordinarily this person will be the School’s Proprietor) to review its content, previous findings and to make recommendations. Not all complaints have an automatic right to be escalated from stage 2 to 3. If the complaint is refused escalation then the Head Teacher will write to the complainant outlining the reasons for denying its escalation.

The ‘independent’ person will not directly be involved in the matters detailed in the complaint. The Person will then acknowledge the complaint and, if appropriate, schedule a hearing to take place as soon as practicable and normally within working 14 days.

If the Person deems it necessary, they may require that further particulars of the complaint or any related matters be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 3 working days prior to the hearing.

Parents / Carers may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate. The purpose of the accompanying person is to provide support, rather than to provide input into the process itself.

If possible, the Person will resolve the complainant’s complaint immediately without the need for further investigation.

Where further investigation is required, the Person will decide how it should be carried out. After due consideration of all facts they consider relevant, the Person will reach a decision and may make recommendations, which it shall complete within 7 working days of the Hearing. The Person will write to the complainant informing them of its decision and the reasons for it. The Person’s findings and, if any, recommendations will be given in writing to the parents and the Head Teacher and where relevant, to the person complained about.

Written records of all complaints will be kept indicating whether they were resolved at stage 1, 2 or 3. The complainant can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school; where disclosure is required during school inspection; or where any other legal obligation prevails.

N.B. For the purposes of this document, a 'working day' falls between Monday and Friday.