

Principal: Nick White

Parkwood Hall
Co-operative Academy
Beechenlea Lane
Swanley
Kent
BR8 8DR

Telephone : 01322 664441

Fax: 01322 613163

PARKWOOD HALL CO-OPERATIVE ACADEMY

Parkwood Hall Co-operative Academy

"Growth through Personal and Social Learning"

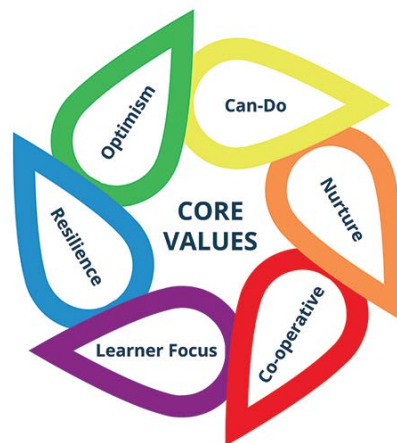
Statutory Policy File

COMPLAINTS PROCEDURE

Index No: 04

Parkwood Hall Co-operative Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment'

Our Core Values



CONTENTS

1	EXPRESSING A CONCERN: NOTES FOR PARENTS	2
1.1	If you have a concern	2
1.2	What to do next (Stage 2 Informal)	3
1.3	Alternative Formal Action (Stage 3 Formal)	3
1.4	If you are still unhappy (Stage 4 Formal).....	3
2	USE OF EMAILS TO MAKE A FORMAL COMPLAINT:.....	4

COMPLAINTS PROCEDURE

We value our relationship with parents and all members of the school and local community. If you have a concern we want to know about it so that it can be dealt with immediately. Most concerns can be dealt with easily and quickly but to ensure that all concerns are handled effectively the Governing Body has adopted a complaints policy and procedure.

The School's Complaints Procedure is devised with the intention that it will:

- usually be possible to resolve problems by informal means;
- be simple to use and understand;
- treat complaints confidentially;
- allow problems to be handled swiftly;
- inform future practice so that the problem is less likely to recur;
- reaffirm the partnership between parents, staff and governors as they work together for the good of the students in the school;
- actively encourage strong home-school links;
- ensure that any person complained against has equal rights with the person making the complaint;
- regularly review systems for monitoring concerns and complaints received from parents.

1 EXPRESSING A CONCERN: NOTES FOR PARENTS

1.1 If you have a concern

We would like you to tell us about it so that we can talk with you and see how best to resolve your concern. The majority of concerns can be resolved informally by speaking to a member of staff. We welcome suggestions for improving our work in the school. Whatever your concern, please know that we shall treat it as strictly confidential.

Be assured that no matter what you wish to share with us, our support and respect for you and your child in the school will not be affected in any way; please do not delay telling us of your concern. It is often difficult for us to investigate properly an incident or problem which is more than a day or two old.

After hearing your concern we will act as quickly as we can; we will let you know the timescale within which you may expect a response. Please allow time for any action we may take to be effective. If, as sometimes happens, we need additional time to properly investigate your concerns, we will let you know and give you an indication of when you might expect a response. Our procedure is in four stages outlined on the next page.

What to do first (Stage 1 Informal)

Talk to the Student Liaison and Inclusion Manager (SLIM)

Please contact Chris Prisk (SLIM) and arrange a time when you can discuss your concern. It may be possible for you to see her straight away but normally it is better to make an appointment so that you can sit and talk things through. It may be possible for her to give you a response

immediately, but where any investigation or information is required, a response will be normally be given within five days.

Chris may also decide that it would be helpful for you and her to sit down with a particular member of staff and deal with your concern that way. If this is the case, she will arrange a time which suits both you and the school. She will take notes at the meeting, which will serve as a record of what has been agreed, and these will be circulated after the meeting.

1.2 What to do next (Stage 2 Informal)

Talk to the Principal

If you are still unhappy you can ask for an appointment to meet with Nick White. It is helpful if you can give a brief outline of your concern when you make the appointment. Nick White's PA is Linda Marsella, who can be contacted by email at linda.marsella@parkwoodhall.rbkc.sch.uk or by phoning 01322 618007. After your discussion with the Principal you may have to wait a short time while further investigations are carried out, in which case a further meeting will be scheduled. In most cases it is possible to resolve the complaint at this stage and where there are agreed actions or outcomes they will be recorded in writing and sent to you within 15 school days of the meeting.

1.3 Alternative Formal Action (Stage 3 Formal)

Write to the Principal

As an alternative to meeting with the Principal, you may choose to write a formal letter of complaint. This should be addressed to the Principal and should set out the detail of your complaint and any other information which you feel may be relevant. He will investigate your complaint and will then arrange for a meeting to take place, usually within 15 school days of receipt of your letter. Every effort will be made to resolve the situation as quickly as possible and the Principal will normally send you a written response within 15 school days of your meeting. If it is not possible to respond within this timescale, the Principal will tell you when you can expect a response.

1.4 If you are still unhappy (Stage 4 Formal)

Request a panel of governors

The problem will normally be resolved before reaching this stage. However, if you still have concerns, and they have not been resolved, you may ask for a complaint to be considered by a complaints panel of the Governing Body by writing to the Chair of Governors at the School. If you prefer to email your request, please send it to: linda.marsella@parkwoodhall.rbkc.sch.uk and she will forward it to the Chair.

The complaints panel will be formed of three governors who have had no prior involvement in the complaint, they will listen to you, to the Principal and, if appropriate, any others involved and come to a decision. You may bring a friend to the hearing if you wish. The role of the Governing Body is strategic, not operational, so any recommendations they make are likely to focus on how systems can be improved, although they will also come to a view about how your

complaint has been handled and what actions the school should undertake. See the table below for the relevant timescales.

The table below summarises the stages of the complaints procedure:

Stage	Description	Timescale for receipt of complaint	Time-limit for School's response
Stage 1 - informal	Informal discussion with Student Liaison and Inclusion Manager (SLIM), who may facilitate a meeting with member(s) of staff if appropriate.	It is always best if you let us know as soon as possible about any concerns. It is more difficult to resolve complaints which are more than a day or two old.	As soon as possible but no later than 5 school days.
Stage 2 - informal	Arrange a meeting with the Principal to discuss your concern.	Within 10 days of outcome of Informal Stage 1.	Meeting or hearing arranged within 15 school days. Written record of the meeting and agreed actions within 15 school days
Stage 3 - formal	Written complaint to Principal (or Chair of Governors if the complaint is about the Principal)	Within 10 school days of receipt of response to Informal Stage 1 or 2.	Acknowledgement within 2 school days. Response to written complaint normally within 15 school days, unless further investigation is needed.
Stage 4 - formal	Governors' Complaints Panel Hearing	Within 10 school days of receipt of response to stage 3	Hearing set up within 20 school days of receipt of request, with 10 days' notice of the meeting. Agenda and papers sent out 5 school days in advance. Decision letter within 5 school days.

In all cases, if any stage in the procedure is likely to take longer than publicised, parents will be informed of new timescales and the reasons for delay.

2 USE OF EMAILS TO MAKE A FORMAL COMPLAINT:

The increasing use of emails means that we will accept formal written complaints in the form of an email, as an alternative to writing a letter. However, please note that we cannot accept email conversations which have been copied (CC'd) to the Principal or the Chair of Governors as constituting a formal complaint. This is because it is often difficult to discern the precise nature of the complaint, and therefore to respond to it properly, when it is part of an email conversation with someone else. We would also advise that you do not copy email conversations regarding complaints to other members of the Governing Body, since this would mean that the individual being copied into emails would not be able to sit on a complaints panel.

Approval

This policy was reviewed by Nick White and amendments made in November 2014

It was reviewed by Nick White in July 2015.

It was approved by the Curriculum and Strategy Committee on behalf of the Governing Body of Parkwood Hall Co-operative Academy on: 27/1/16.

Signed _____

Principal

Signed _____

Chair of Governors