**The Eden School**

**Complaints policy**

**General complaint Procedure for The Eden School**

**Purpose:**  To acknowledge our commitment to ensuring that the school provides a transparent process for handling complaints effectively.

**Approval body:** The Eden SDA School Governing body

**SLT Lead Person:** Mrs Laura Osei

**Lead Governor for policy:** Berton Samuel

**Date of Approval:** July 2010

**Reviewed:** March 2018

**Next Review Date:** March 2019

**Introduction**

* This document is a statement of the aims and objectives for handling complaints at The Eden School.
* It was approved by the Governing Body on 18th July 2008.
* This policy will be reviewed annually.

The Eden SDA School complaints procedure is available on request to parents of pupils and prospective pupils. Any problem or concern should be raised promptly with the class teacher/form tutor or member of staff responsible for the area or action you are concerned about. If your concern is more serious you may prefer to make an appointment to discuss it with the Headteacher/ Head of Key Stage. All staff will make every effort to resolved your problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion with the Headteacher or relevant member of staff.

**Stage 1 (Headteacher)**

If you are dissatisfied with the response of the member of staff (or the Head teacher if they have been involved at the informal stage) then you may wish to put your concerns in writing to the Head teacher as a complaint. You should make it clear if you wish the matter to be dealt with as a complaint. The Head teacher will investigate the complaint and provide a written response. This will normally be within 10 school days of your letter, but you will be kept informed if, for example, more time is needed to complete the investigation.

If your original concern was about an action by the Head teacher personally, and you have already discussed it at the informal stage, then you should put your complaint in writing to the chairman of governors (Stage 2).

**Stage 2 (Chairman Governors)**

If you are not satisfied with the Head teacher’s response, you may contact the Chair of Governors. The Chair’s name, and how to contact him/her, is published in the school’s prospectus, but it will also be available from the school office.

The Chair will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself and the Head Tteacher. At the end of this stage the Chair will provide you with a written response. This will normally be within 10 school days, but you will be kept informed if more time is needed.

If you are not satisfied with the Chair’s response at the end of stage 2, the complaint can be referred to the governing body by writing to the Chair or Clerk to the governing body. The Governing body will ask a small panel of governors to investigate your complaint of which one of the persons on the panel will be independent of the management and running of the school. This will normally be arranged within fifteen school days of your complaint being received, depending on the availability of all concerned. You may be invited to speak to the panel at the meeting and be accompanied bya friend or representative. The panel will make findings and recommendations that will stipulate that thee complainant, proprietor and Head Teacher be given a copy of any findings and recommendations. After the meeting you will be advised of the outcome in writing. This will normally be within 10 school days of the meeting. Written records are kept of all complaints, indicating whether they are resolved at the preliminary stage, or whether they proceed to a panel hearing. All correspondence, statements and records must be kept confidential.

For most complaints the decision of the governors is the last step in the procedure.

There is a specific procedure for complaints about the school curriculum and matter relating to it, including the provision of information and charges. In general these are dealt with in a similar way to other complaints. However, there are some specific differences:

The complaint will be investigated by whichever of these is responsible for the matter complained about. The governing body will inform the complainant and the School of the outcome of its investigation. There is no right of appeal after the governing body has made the final decision.

**School admissions and exclusions**

Separate complaint and appeal procedure exist for these matters, and appropriate information is available within the Behaviour Policy.

**Complaints against school staff**

If your complaints amount to or include an allegation against a member of staff, this may need to be considered under the school’s disciplinary procedure for employees, rather than the complaint procedure. You will be advised if these procedures are to be used in dealing with your complaint.

**Other contact details**

School office: Number

Chairman of Governors: Number

Clerk of Governors: Number