



Concerns and problems

COMPLAINTS POLICY AND PROCEDURE

Policy Statement

- We undertake to ensure, as far as reasonably possible, that all complaints from parents should be investigated, properly considered and the findings made known to College and Council, the complainant and others about whom the complaint has been made.
- We further undertake to ensure, as far as reasonably possible, that the parents or prospective parents of Brighton Steiner School should have access to a written description of a transparent complaints procedure. This is currently contained within the Parent Handbook for existing parents and on request from reception for prospective parents.
- In the interests of fairness and openness it is our policy that any complaints made specifically against a member of staff will be shared with the staff member concerned as part of the Complaints Procedure.

Procedure

1. Complaints can be made and considered on an informal basis. A direct approach to the Class Teacher or Subject Teacher or other staff member concerned, Class Contact and/or College Listening Ear are possible avenues.
2. Where the parent is not satisfied with the outcome of any such informal complaint then a formal complaint should be made in writing to the Administrator who will acknowledge the letter within 5 working days of receipt and refer it to the next meeting of the College of Teachers. If a complaint is received when no College meeting is scheduled e.g. during school holidays, the Administrator may convene a special meeting where appropriate.
3. If a complaint is regarding an issue of possible child abuse, then the Safeguarding Children – Child Protection procedure will be implemented. Please see this Policy and Procedure.
4. College will make an initial enquiry into the matter of the complaint and respond directly to the parent in writing, if deemed appropriate, within 10 working days.
5. If the complainant is not satisfied with this response, or where College consider that a more thorough investigation is warranted then a hearing may be requested, either by the complainant or College to consider the matter in greater depth.
6. The hearing will be before a Grievance Panel, which will comprise of at least 3 people not directly involved in the matters detailed in the complaint. These would ideally be a College representative, an independent person and one other member of staff. Staff with less than one year's service or those subject to a probationary period would be excluded. The hearing would be within 10 working days of the hearing being requested. The complainant may attend the hearing and be accompanied if they wish, as may any staff member directly concerned.
7. The panel is authorised to make findings and recommendations and will provide a



written report to the Chair of College and Chair of Council, the complainant and where relevant any staff member subject to the complaint. If appropriate the recommendation may include action under the Disciplinary Procedure.

8. Records of all complaints will be kept in a **confidential** 'Complaints File' whether they are resolved at an initial stage or whether they proceed to a panel hearing, with the proviso that the number of complaints registered under the formal procedure in any one year, will be made available to parents and prospective parents and to the Chief Inspector, the Secretary of State or other body approved under section 163(1) (b) of the Education Act 2002 on request.

From Parent Handbook

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