

COMPLAINTS POLICY

Rationale

The Treehouse School places the highest priority upon the development of positive and respectful relationships between all members of its community. However it is recognised that whilst every effort will be made to ensure that children and their parents are happy, there may be times when they have a complaint about an aspect of the school's work that they wish to take further. This policy sets out the school's procedures for dealing with such grievances.

Principles

- To ensure that parents/guardians who wish to make a complaint know how to.
- To state clear time scales for dealing with any complaints received.
- To demonstrate that parents/guardians/children's complaints are taken seriously.
- To outline the action that The Treehouse School will take when it receives a complaint from a member of the school community.

Stage 1 - Informal discussion

The parent/guardian/child should in the first instance:

1. Approach the appropriate person informally to discuss their concerns. This can be done in person, by telephone, letter or by email – but preferably in person. It is hoped that direct contact with the person involved will resolve the matter.
2. Should this prove unsatisfactory, or if the complaint is about the child's teacher, then a Senior Staff member should be contacted in writing. [see Stage 2]
3. At this stage the child's teacher will make a written record of any concerns or complaints and the date on which they were made. Should the matter not be resolved within 5 working days of the complaint or if the outcome is unsatisfactory then the complainant is advised to proceed to Stage 2.

Stage 2 - Written complaints

1. Should the informal approach prove unsatisfactory, the complaint should be put in writing to a senior member of staff.
2. At this stage the senior member of staff will decide upon the appropriate course of action. In most cases, a meeting between all parties involved would take place during which it is hoped that the problem would be resolved. This should take place within 5 working days of receipt of the complaint in writing.
3. If the senior member of staff decides that further investigations are necessary to resolve the issue, then a reasonable time scale for the investigation to take place will be agreed with the complainant. Once the Senior Staff member is satisfied that, as far as is practicable, all relevant facts have been established then the complainant will be informed of the outcome in writing. The Senior Staff member will give their reasons as far as is reasonably possible.
4. Written records of any concerns or complaints and of the action taken to resolve the issue, including any further investigations, will be kept. These will indicate whether the complaint was resolved at a preliminary stage or whether the proceeded to a panel hearing.
5. Should the matter not be resolved within this agreed time frame or if the outcome is unsatisfactory then the complainant will be advised to proceed to Stage 3.

Stage 3 - Formal discussion panel

If the written complaint procedure does not satisfactorily end the matter, parents/children are encouraged to ask for a panel to hear the complaint. This panel will:

- be convened by the Trustees within 10 working days of the request and will ensure that all parties involved are given adequate notice.

The Treehouse School

Nature, nurture and nourishment

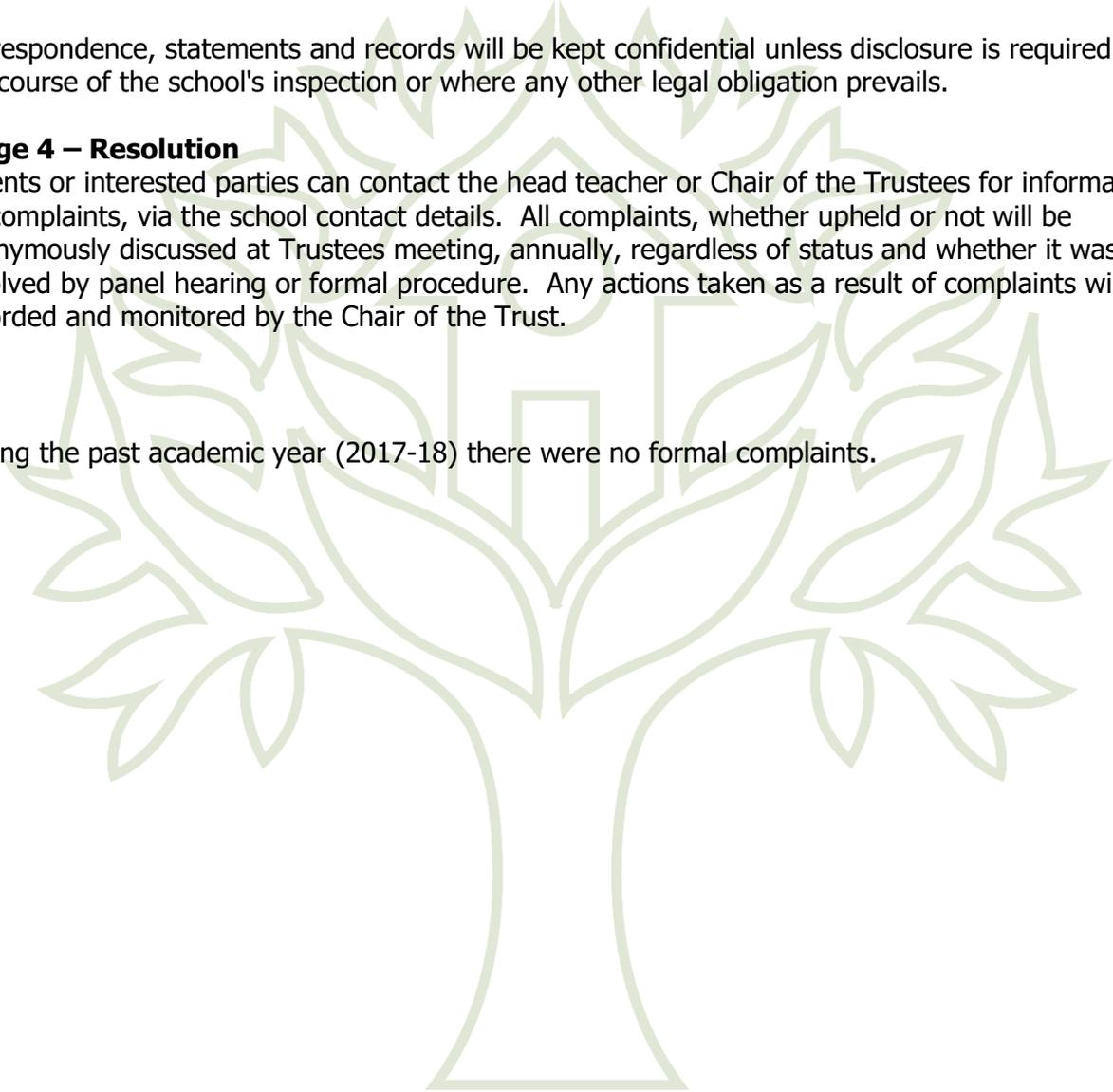
- be made up of at least 3 people who were not directly involved in Stage 2 of the complaint process.
- include the complainant who may wish to be accompanied to the hearing.
- include one person who is independent of the management and running of the school.
- provide a written summary of recommendations to all those who attended, within 5 school days of the hearing date.
- keep confidential written records of every stage of this process.

Correspondence, statements and records will be kept confidential unless disclosure is required in the course of the school's inspection or where any other legal obligation prevails.

Stage 4 – Resolution

Parents or interested parties can contact the head teacher or Chair of the Trustees for information on complaints, via the school contact details. All complaints, whether upheld or not will be anonymously discussed at Trustees meeting, annually, regardless of status and whether it was resolved by panel hearing or formal procedure. Any actions taken as a result of complaints will be recorded and monitored by the Chair of the Trust.

During the past academic year (2017-18) there were no formal complaints.



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Reviewed: Feb 2019