



Complaints Procedure

This policy has been written in consultation with staff and governors of Runnymede St. Edward's School and with due reference to our Mission Statement.

“Inspire, challenge and support all through faith.”

This policy is in accordance with Section 157 of the Education Act 2002 regarding the manner in which independent schools handle complaints.

- Governors are kept informed of pertinent legislation changes and ISI updates through the Finance Committee reports.
- Staff are kept informed of pertinent legislation changes and ISI updates during weekly briefing.

Version Control	
Governor Co-ordination:	Finance Committee
Approved by Governors:	Autumn 2015
Review Cycle:	Annual
Next Review Date:	Autumn 2019
Last Amended:	Autumn 2018
Latest ISI Update Check:	Sep 2018



Runnymede St Edward's School: Mission Statement

'Inspire, Challenge, Support through Faith'

Children's Mission:

Into your hands Lord, we put each day
all that we do and all that we say

Child Protection Statement:

Runnymede St Edward's School is committed to safeguarding children and promoting children's welfare and expects all staff, governors, volunteers and visitors to share this commitment and maintain a vigilant and safe environment. Everyone has a responsibility to act without delay to protect children by reporting anything that might suggest a child is being abused or neglected. It is our willingness to work safely and challenge inappropriate behaviours that underpins this commitment. The school seeks to work in partnership with families and other agencies to improve the outcomes for children who are vulnerable or in need.

Runnymede St Edward's School follows guidelines laid down by the **Liverpool Safeguarding Children Board** (LSCB: www.liverpoolscb.org 2018) and **Keeping Children Safe in Education** (www.gov.uk 2018)

School Aims:

Faith

To encourage and foster the spiritual growth of all and to make prayer an integral and enjoyable experience in our daily life.

Individual Opportunities for Learning and Growth

To provide experiences that broaden, enrich and extend the skills, talents and values of each member of the school community. We are an inclusive school and pupils with additional needs or for whom English is an additional Language are fully supported to enable them to achieve their potential.

Relationships

To provide a safe, caring and welcoming environment within which all are treated with respect, courtesy and kindness. Runnymede St Edward's School upholds British values and encourages respect for all.

School and Wider Community

To foster a spirit of co-operation and friendship between home, school and the wider community.

Runnymede St Edward's School is built on the tradition of our founders, the Congregation of Christian Brothers. Based on their vision, Runnymede is a place in which individuals can develop fully, contributing as happy and caring members of a school community. Children's unique talents are valued, and they learn to live as well-mannered, self-disciplined and confident individuals.

For a detailed School Mission Statement please refer to the Mission Statement page of our website



1 Introduction

The majority of issues raised by parents, the community or pupils are concerns rather than complaints. Runnymede St Edward's School is committed to taking concerns seriously, at the earliest stage. The prime aim of the school's Policy is to resolve a complaint as fairly and speedily as possible. Complaints will be dealt with in a sensitive, impartial and confidential manner. Depending on the nature of a complaint, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated. Runnymede St Edward's School Complaints Policy has three main stages. In summary, they are as follows: -

2 Three Stages in the Procedure

- 2.1** Stage 1 – A concern is raised informally with a staff member.
- 2.2** Stage 2 – Complaint is heard by the Headteacher.
- 2.3** Stage 3 – Complaint is heard by Governing Body's Complaints Appeal Panel.

3 Stage 1 – Raising a concern

- 3.1** Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern.
- 3.2** The school requests that parents make their first contact with the child's class Teacher.
- 3.3** On some occasions the concern raised may require investigation, or discussion with others/SMT, in which case you will receive an informed response within a day or two.
- 3.4** The vast majority of concerns will be satisfactorily dealt with in this way.
- 3.5** If you are not satisfied with the result at Stage 1, please write to the school and state what you would like the school to do in order to resolve your concern. If you would like to proceed to Stage 2 please indicate that clearly on your letter. The school will then look at your complaint at Stage 2

4 Stage 2 – Complaint heard by the Headteacher

- 4.1** Formal complaints shall be put in writing and addressed to the Headteacher.
- 4.2** The complaint will be logged, including the date it was received. The school will acknowledge receipt of the complaint within two school working days of receiving it.
- 4.3** In many cases this response will also report on the action the school has taken to resolve the issue.
- 4.4** Alternatively, a meeting may be convened to discuss the matter further.
- 4.5** In the case of a complaint about a child in EYFS, the Headteacher will consult with Mrs Farmer EYFS Co-ordinator. The aim will be to resolve the matter as speedily as possible
- 4.6** Following the investigation, the Head Teacher will give a written response within 10 school working days from the date the complaint was received.
- 4.7** If the matter has still not been resolved at Stage 2, then you will need to write to the Chair of Governors giving details of the complaint.



5 Stage 3 – Complaint heard by the Governing Body’s Complaints Appeal Panel

- 5.1** The Chair or a Nominated Governor will convene a complaints panel of two Governors who have not previously been involved in the complaint and also the underlining matters detailed in the complaint and one person who is independent of the management and running of the school.
- 5.2** In the case of a child in EYFS, the EYFS governor will also be invited.
- 5.3** The process for selecting an independent person will conform to relevant guidance issued by the Department for Education.
- 5.4** The hearing will take place within fifteen school working days of the receipt of the written request for Stage 3 investigation.
- 5.5** The parent (or parents) may be accompanied by one other person at the panel hearing.
- 5.6** The aim of the Appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant.
- 5.7** All parties will be notified of the Panel’s decision in writing within three school working days after the date of the hearing.
- 5.8** In cases where the matter concerns the conduct of the Headteacher, the Chair of Governors will be informed of the complaint.
- 5.9** The Chair of Governors will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body, the member will be informed of the complaint.
- 5.10** After investigation the panel will make findings and recommendations and a copy of the findings and recommendations will be provided to the complainant and where relevant the person complained about.
- 5.11** This will also be made available for inspection on the school premises by the Head Teacher or the Clerk to the Chair of Governors
- 5.12** The Governors Appeal Hearing is the Final Stage of the school’s Complaints process.

A written record will be kept of all complaints whether they were resolved following a formal procedure or proceed to a panel hearing and action taken by the school as a result of those complaints regardless of whether they were upheld.

Correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

Any complaints that were received in 2018-2019 were successfully resolved.

B. Slater - Headteacher
September 2018