



Regents Park Community College

Complaints Procedure



Complaints Procedure

Statement

The difference between a concern and a complaint is to be acknowledged by all parties.

Concerns are handled and resolved informally without the recourse to the Complaints Procedure. Regents Park takes informal concerns expressed by members of the community, parents and hirers of the premises seriously at the earliest stage and welcomes the opportunity to resolve issues as they arise as part of the school's drive for improvement.

Regents Park Community College community recognises that issues and complaints will arise from time to time which require a more formal procedure for the resolution to the satisfaction of all parties.

The Complaints Procedure aims to:

- Encourage resolution of issues by informal means.
- Be impartial and non-adversarial.
- Ensure a full and fair investigation.
- Address the points at issue and provide an effective response and appropriate redress, where necessary.
- Respect the confidentiality of students and staff of the school.

It is in everyone's interest that complaints are resolved at the earliest possible stage.

Please note

GOV.UK says complaints must be made to the school directly before being made to any other organisation. It then says that complaints about academies or free schools can be made to the Education Funding Agency if:

- There is a problem with the school's complaints procedure
- The school is not following the terms of its funding agreement It also explains that there are some instances for which the EFA is not best placed to investigate a complaint, including:
 - Data protection
 - Discrimination
 - Employment
 - Exam malpractice or maladministration
- The quality of education or poor management The GOV.UK website suggests the appropriate authority to contact with regard to each of the above issues.

Procedure:

Parents who have concerns about any aspect of school life are encouraged to discuss these quickly with the appropriate member of staff, or to a member of the Leadership Team through the school.

Where this fails to resolve the situation satisfactorily, there is a three stage complaints procedure. If the complainant is not happy with the result he/she can proceed to the next stage.

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Please note

If at any time a child protection concern becomes apparent, the child protection process will take precedence over the complaints process, which will be halted until the child protection matter is resolved.

Any parental complaint will not disadvantage their child in the school in any way.

The school recognises that some people will need help in pursuing their complaint and will help to find a suitable agency which can help them.

Stage 1 Informal

Parents should make an appointment to meet with the Headteacher to discuss their concerns. The school will acknowledge the request for a meeting within 48 hours, and will endeavour to find a mutually convenient time for a meeting within 5 school days.

Following discussion, the complainant will receive a verbal or written response to the concern or complaint raised, from the Headteacher, within 5 school days.

Stage 2 Formal

Parents should put their complaint formally in writing to the Chair of Governors, Mrs B Higlett, with a copy of the letter sent to the Headteacher, Mr J Archibald. Details of the written / verbal response from the meeting at Stage 1 should be included along with an outline of why the parent is still not satisfied. This should be done within 10 days of the Stage 1 meeting.

The Headteacher will acknowledge your letter within 48 hours and endeavour to find a mutually convenient time for you to meet with the Chair of Governors, or a representative, within 7 days.

The Chair, will meet with the complainant, hear the complaint, investigate and make every effort to resolve the issue. The Chair will write to the complainant at the conclusion of their investigation with the outcome reached and the procedures to be followed if the parent wishes to take the matter further to a panel hearing. The complainant will be informed of the outcome of the investigation within 10 school days of the Stage 2 meeting.

Stage 3 Complaints Appeal Panel

Regulations for the panel hearing comply with The Education (Independent Schools standards) Regulations 2010, legislation.gov.uk and include the following:

- The panel must consist of at least three people who were not directly involved in the matter
- At least one person on the panel must be independent of the management and running of the school
- The parent must be allowed to attend the hearing and may be accompanied if he/she wishes
- A copy of the findings and recommendations of the hearing must be sent to the complainant and, where relevant, the person complained about
- A copy of the findings and recommendations must be made available for inspection on the school premises by the proprietor and the Headteacher

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As for stage 2, The complainant needs to write to the Chair of Governors within 10 school days of the date of the letter notifying them of the outcome of Stage 2, notifying that they wish their complaint to be heard by the Complaints Appeal Panel.

If a complaint does proceed to a panel stage, parents will be given a minimum of 5 school days' notice of the date of the panel meeting (unless by mutual agreement) and given clear information on the process involved.

The panel will be convened by the Chair of Governors and consist of at least three people, one of which will be independent of the management and running of the school.

Claimants will be provided with written responses to their concerns within 5 school days.

In the unlikely event of a parent not being satisfied their complaint has been handled properly, he/she should complete a schools complaint form following the link below.

<https://www.education.gov.uk/form/school-complaints-form>

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