

Emmanuel Christian School Complaints Procedure

*If your brother sins against you go and show him his fault, just between the two of you. If he listens to you, you have won your brother over.
Matt. 18:15*

Emmanuel Christian School operates as a partnership with parents. Its ongoing success depends on good, open communication between the school and parents. Procedures including newsletters and reports are intended to help that process. The extensive involvement of parents in the day to day life of the school further aids that communication process.

Nonetheless, it is recognised that situations can arise which cause parents concern. In such cases the following procedure should be followed.

Informal Stage

- In the event of concern the parent/s should contact the member of staff immediately responsible for or connected with the incident. The purpose of this communication should be to clarify the facts. Hopefully, explanation and restoration can be made at this point.
- If this first approach proves to be inappropriate or unacceptable, the parent/s should approach the Headteacher. Hopefully, explanation and restoration can be made at this point.

Formal Stage

- If the parent/s are still not satisfied, then they are to address the matter in writing to the Chair of the Governing Body, care of the school. He/she, (or someone they delegate to), is to respond to that request as a matter of urgency.
- If a complainant is not satisfied and wishes the matter to be considered further, an independent panel is to meet to consider the complaint. The panel is to meet initially within one month of the formal written complaint being received.

The Governing Body will hold a special meeting to determine the members of the panel which will comprise:

- The Headteacher
- Two non teaching members of the Governing Body not involved in the complaint
- A member of the Spiritual Oversight Committee
- A parent who is independent of the management of the school and not involved in the complaint

All meetings of the panel are to be brought to the attention of:

- The complainant
- The Headteacher
- The Chair of Governors
- The staff members directly affected by the complaint

A parent making a complaint will be invited to attend the hearing and may be accompanied by someone of his or her choice.

All the above are to have at least 48 hours notice in writing of the panel hearing.

From the first meeting the panel should aim to conduct hearings and report within a month.

While in essence confidential, panel hearings are to be conducted in such a way that information presented to the panel is available to all parties concerned.

Any findings and recommendations of the panel are to be presented in writing. Copies are to be given to all directly affected parties including the Chair of Governors, Head Teacher and staff directly involved and the complainant.

Once any complaint is received in writing, written records must be kept of the complaint and the outcomes, whether it is resolved at the preliminary stage or proceeds to a panel hearing.

All correspondence, statements and records of complaints must be kept confidential but should be available for reference when the school is inspected or if a parent or interested party asks how many complaints have been made during the previous year.

This procedure will be reviewed every 2 years and revised as necessary.

Pat Wells Chair of Governors October 2010
Reviewed and agreed by Governing Body, March 2014.
Reviewed and agreed by Governing Body, June 2016.
Reviewed and agreed by Governing Body, May 2018.