

CORNIST PARK SCHOOL



CONCERNS PROCEDURE

We at Cornist Park School hope that you and your child will always be happy here, but occasionally you may feel concerned about something and wish to bring this concern to the attention of the school.

Stage 1 –Concerns can be raised with the school at anytime, via seesaw or telephone conversation. In the first instance this will be with the class teacher. This would generate a rapid response and hopefully resolve the issue. On occasions, the concern raised may require investigation or discussion with others. In which case, you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way, however, if you are not satisfied with the results at stage 1, then write to the school within 10 working days and state what you would like the school to do. The school will then look at your complaint at the next stage.

Stage 2 – Complaint heard by the Headteacher. Formal complaints should be put in writing and addressed to the Headteacher. The complaint will be logged including the date it was received. The school will acknowledge receipt of the complaint within 2 school working days of receiving it. In many cases this response will report on the actions the school has taken to resolve the issue. Alternatively a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 working schooldays. The aim will be to resolve the matter as speedily as possible. However if you are not satisfied with the result at stage 2, write to the school within 10 working days of receiving the response. You will need to tell the school why you are not satisfied and what you would like the school to do.

Stage 3 – If the matter has not been resolved at stage 2, the Headteacher will arrange for further investigation. The Headteacher will provide a written response within 10 working school days. If you are dissatisfied with the response at stage 3, you will need to let the school know within 10 days of receipt of the response.

Stage 4 – Complaint referred to and heard by the Governing Body's Complaints Appeal Panel. If the matter has still not been resolved at Stage 3, then you will need to write to the Chair of Governors providing details of the complaint (All correspondence to the Chair should be addressed to Cornist Park School).

The Chair or a nominated Governor will convene a Complaints Panel, the hearing will normally take place within 10 working school days on receipt of the request for stage 4 investigation.

The aim of the appeal panel hearing, is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the panels

decision in writing within 3 school working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

NB – in cases where the matter concerns the conduct of the Headteacher, the Headteacher and the Chair of Governors will be informed of the complaint. They 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.

The Governors appeal hearing is the last school based stage of the complaints process.

Stage 5 – If the matter is still unresolved following stage 4, then the school may well involve an independent arbitrator from outside the school community, in an effort to secure a final resolution for all involved.

If a complaint about a member of staff (including Senior Leaders and the Headteacher) is made, that member of staff has the right to seek advice and support from any professional body to which they are affiliated, e.g. their Union.

Should an impasse occur, then appropriate professional advice would be sought.

No staff member will be placed in a position or is expected to deal with / hold a conversation where a parent or guardian is aggressive or confrontational. If this is deemed to be the case, then the meeting will be halted and the parent/guardian asked to leave the premises. A witness may well be called to observe such a meeting or future meetings.

We hope that this guidance will be helpful to you, we also hope that any concern that you may have will be dealt with promptly, fairly and sympathetically.

All correspondence to the Chair of Governors / Clerk to the Governing Body should be sent C/O Cornist Park School.

For Data Protection Purposes no personal contact details of the Governing Body are ever shared.