



# Holme Court School Cambridge

## Complaints Procedure

### Curriculum related matters

In accordance with the requirements of the Education Reform Act 1988 provision is made for the consideration of complaints with respect to the curriculum and other related matters. Anyone wishing to make a complaint should contact the Head teacher for advice. A full copy of the Curriculum complaints procedure is available on request.

### Other complaints: parents

Most complaints are best dealt with informally. If you have any concerns about the school or the education provided, please discuss the matter with your child's teacher at the earliest opportunity. This does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals and decisions about your child's special educational needs. These are the subject of separate complaints procedures. Please contact the school for copies of these procedures.

#### Stage 1 - informal

If you feel that a concern has not been addressed through discussion with the class teacher, or that the concern is of a sufficiently serious nature, please make an appointment to discuss it with the head teacher. The head teacher considers any such complaint very seriously and most complaints can be resolved at this stage.

#### Stage 2 - formal

If the matter cannot be resolved, or your complaint is about the head teacher then it may be appropriate for you to write to the Managing Director to make a formal complaint. (Verbal complaints will be taken just as seriously.) Please state the nature of the complaint, the steps taken to resolve it and the action you would like to see taken to remedy your concerns.

The Managing Director will review the way in which the school has handled the complaint and ensure that the issues have been dealt with properly and fairly. He/She will normally write to you with the outcome of this process within 15 working days of receiving the complaint.

#### Stage 3 - formal

If you are not satisfied with the result, you may ask to refer your complaint to stage 3 of the procedure. At this stage, a panel of 3 Directors will meet to consider the complaint and make a final decision about it on behalf of the Directors. The panel will consist of Directors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 working days of your request.

You will have the opportunity to submit written evidence of the complaint prior to the meeting of the panel and also to attend part of the meeting, accompanied by a friend/ partner if wished, to put your case. The head teacher will be given the same opportunities. The panel will write to you with its conclusion within 10 working days of the meeting.

This panel will be convened within two term weeks of this request.

The panel will include one person who is independent of the management and running of the school.

Parents may attend and be accompanied at the panel hearing.

The panel will make findings and recommendations and will be made available to complainant, proprietor, headteacher and where relevant the person complained about.

The panel provides for written record to be kept of all complaints and how they are resolved.

The panel provides that all individual complaints are to be kept confidential.

### Other complaints: Pupils

See pupils' complaints procedure in Annex.

**ANNEX: Number of Complaints in Previous Year**

None made

**ANNEX: Pupils' complaints procedure**

**Pupils' Complaints Procedures**

**It is sometimes difficult for people to know you are worried or unhappy about something unless you tell them.**

**Talking to someone can often sort your problem out and stop a small worry becoming a big one.**

**BUT if you do not think you can talk to anyone close to you, or talking to someone has not helped and your problem is getting bigger, then this is what to do.**

**Contact the complaints officer Mrs Ingram on 01223 778030**

**Stage One – Local Resolution**

**The Complaints Officer will arrange for someone to talk to you (normally a teacher of your choice) in private who will try to sort the problem out. You can either talk to the person on your own or with a friend. If your worry is very serious then you may choose to talk to the Head Teacher. Most complaints are sorted out at this stage.**

**You can also contact Children's Rights on 01978 311869 or we can arrange for someone from Children's Rights to visit you. These are special people, who do not work for Social Services, who may be able to help you.**

**What next?**

**If after you have tried to sort the problem out and you are still unhappy, then:**

**Stage Two – Formal Investigation**

**You can talk to or write to the Managing Director, stating your complaint formally. Mrs Ingram can give you all the contact details that you need.**

**Tell her what the problem is, what has been done to sort it out and what you would like to see happen to resolve the issue for you.**

**The Managing Director will then look at how the school has handled the issue so far and will make sure that everything is looked at properly and fairly.**

**The Managing Director will write to you about what issue that you have raised within 15 working days of hearing your concern.**

**If after this you are still unhappy and feel your problem has not been sorted out, then:**

**Stage Three – Review Panel**

**This is where a group of people, called the Review Panel, meet and talk to you and other people who are trying to sort your problem out. The Review Panel is made up of Directors who know nothing of the complaint and are not directly connected with you.**

**You will have the chance to offer more information before the panel meet. You will be able to go to the meeting with a friend. The head teacher will be given the same treatment. After talking to everybody and listening very carefully to what is being said, the Panel makes a decision about the best way to sort your complaint out. They will write to you within 10 working days of hearing of your concerns.**

Approved by The Director and Headteacher

Signed .....

Date August 2022.....

Review Date August 2023.....