



Complaints Policy

Adopted: 03 February 2013

Reviewed: 09 February 2015

Agreed by: The Trustees

Policies at Noahs Ark are designed to support the ethos, aims and vision of the school. They are written in accordance with the five outcomes contained within Every Child Matters (ECM - is a UK government initiative for England and Wales, that was launched in 2003, at least partly in response to the death of Victoria Climbié):

- Being healthy.
- Staying safe.
- Enjoying and achieving.
- Making a positive contribution.
- Achieving economic wellbeing

1. Rationale

The Trustees, Headteacher and Deputy Head Teacher of Noahs Ark welcome feedback, both positive and negative, about how we are doing. Where someone has a concern or complaint we will endeavour at all times to deal with the issues responsively and reasonably and if necessary put things right as quickly as possible. This policy implements a structured process for the resolution of complaints.

Stage 1: Dealing with concerns and complaints informally

(i) The vast majority of concerns and complaints can be resolved informally. There are many occasions where concerns are resolved straight away through the class teacher, head of the year, school secretary, other member of staff or Head teacher or his/her representative, depending on whom the parent first approached, without the need to resort to a formal complaints procedure, and this is preferable for all concerned.

(ii) Although this stage involves dealing with the issue informally it may prove helpful later, although not essential at this stage, for the person responding to make a basic record of the issue or complaint raised, which may include brief notes of conversations (face to face or over the telephone), and the responses made.

(iii) The person who raised the issue should be informed of the action to be taken to resolve the issue. It may be helpful to confirm undertakings given about future action or monitoring in writing.

(iv) If the person is dissatisfied with the response they have been given, they should be provided with a copy of the School's complaints procedure, including the complaints form and guidance, and informed about how to take their complaint to Stage 2, by referring it to the Head teacher or his/her representative, usually in writing.



Stage 2: Referral to the Head teacher or his/her representative

(I) The issue is referred to the Head teacher or his/her representative for investigation, usually in writing by the complainant. It is generally at this or the previous stage that it will become clear whether it is appropriate for the complaint to be dealt with under these procedures or whether there are statutory processes as outlined in the Guidance for Parents. If the latter is the case, the Headteacher or his/her representative will need to inform the complainant of this and the way in which the complaint will be handled.

(ii) At this stage it has become clear that the concern is a definite complaint. Any complaint received under this process, whether orally or in writing, should be acknowledged and a meeting held within 5 school days with a full written response within 15 school days. Complainants should also be given the opportunity to meet with the Head teacher or Deputy Head Teacher or representative accompanied by a relative or friend if they so wish, to discuss their complaint. Written records of interviews with complainants and with staff or witnesses, carried out in the course of the investigation should be kept by the Head teacher or Deputy Head Teacher or his/her representative

(iii) In the letter conveying the outcome, the complainant should be informed of the process for referral to the Chair of Trustees if they wish to take their complaint further. Any such referral should be made within 10 school days after receipt of the Head teacher or Deputy Head Teacher or his/her representative's letter.

Communication of letters & correspondence will be passed through and validated the Trustees.