



Complaints Policy and Procedure 2018

Introduction

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought.' A complaint may be generally defined as an 'expression of dissatisfaction however made, about actions taken or lack of action.' Steiner Academy Bristol is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint the school will follow the school's formal complaints procedure agreed by staff and governors. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

The prime aim of Steiner Academy Bristol is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school. The formal procedures will need to be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

Principles

At Steiner Academy Bristol our Complaints Procedure will:

- encourage resolution of problems by **informal** means wherever possible;
- be easily **accessible** and **publicised**;
- be **simple** to understand and use;
- be **impartial**;
- be **non-adversarial**;
- allow **swift** handling with established **time-limits** for action and keeping people informed of the progress;
- ensure a full and **fair** investigation by an independent person where necessary;
- respect people's desire for **confidentiality**;
- address all the points at issue and provide an **effective** response and **appropriate** redress, where necessary;

- provide **information** to the school's senior management team so that services can be improved.

Investigating Complaints

At each stage, the person investigating the complaint will ensure that they:

- establish **what** has happened so far, and **who** has been involved;
- clarify the nature of the complaint and what remains unresolved;
- meet with the complainant or contact them (if unsure or further information is necessary);
- clarify what the complainant feels would put things right;
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- conduct the interview with an open mind and be prepared to persist in the questioning;
- keep notes of the interview.

Resolving Complaints

At each stage in the procedure Steiner Academy Bristol will keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that the event complained of will not recur;
- an explanation of the steps that have been taken to ensure that it will not happen again;
- an undertaking to review school policies in light of the complaint.

Complainants will be encouraged to state what actions they feel might resolve the problem at any stage.

It is also of equal importance to clarify any misunderstandings that might have occurred as this can create a positive atmosphere in which to discuss any outstanding issues.

Please note that:

An admission that the school could have handled the situation better is not the same as an admission of negligence.

Vexatious Complaints

If properly followed, Steiner Academy Bristol's complaints procedure will limit the number of complaints that become protracted. However, there will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the chair of Governors will inform them in writing that the procedure has been exhausted and that the matter is now closed.

Time-Limits

Complaints need to be considered, and resolved, as quickly and efficiently as possible. Steiner Academy Bristol's complaints procedure has realistic time limits for each action within each stage. However, where further investigations are necessary, new time limits can be set and the complainant sent details of the new deadline and an explanation for the delay.

The following details outline the stages that can be used to resolve complaints.

Steiner Academy Bristol's Complaints Policy has four main stages

In summary they are as follows:

- Stage one: complaint heard by staff member (though not the subject of the complaint);
- Stage two: complaint heard by Principal;
- Stage three: complaint heard by Chair of Governors
- Stage four: complaint heard by Governing Body Complaints Appeal Panel.

Stage 1 – Raising a concern

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. **The school requests that parents make their first contact with their child's Class Teacher.** Please write to your Class Teacher asking for a written response to your concern.

On some occasions the concern raised may require investigation, or discussion with others, in which case the parent will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way. However, if the complainant is not satisfied with the result at stage 1, they should write to or call the school within 10 school working days and state what they would like the school to do. The school will then look at the complaint at Stage 2.

Stage 2 – Complaint heard by the Principal

Formal complaints should be put in writing and addressed to the Principal. The complaint will be logged, including the date it was received. The school will normally acknowledge receipt of the complaint within 2 school working days of receiving it. In many cases this response will also report on the action 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 school working days. The aim will be to resolve the matter as speedily as possible. However, if the complainant is still not

satisfied with the result at Stage 2 they should write to or call the school within 10 school working days of getting our response. They should tell the school why they are still not satisfied and what they would like the school to do.

Stage 3 – Complaint heard by Chair of Governors

If the matter has not been resolved at Stage 2, the Principal will inform the Chair of Governors and arrange further investigation. Following the investigation, the Chair of Governors will normally give a written response within 10 school working days. The Chair of Governors will also consider the outcome of the investigation and whether to convene a complaints panel. The hearing will normally take place within 10 school working days of the receipt of the written request for Stage 3 investigation.

Stage 4 – Complaint heard by Governors' Appeal Panel

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 Panel's decision in writing within three school working days after the date of the hearing. The letter will also contain details of the School Complaints Unit (SCU) should they wish to take the matter further.

In cases where the matter concerns the conduct of the Principal, the Principal and Chair of Governors will be informed of the complaint. The Chair 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. Complaints against the Chair of Governors or any individual governor should be made in writing to the Clerk to the Governing Body

Governing Body Review

The Governing Body will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary. Complaints information shared with the whole Governing Body will not name individuals.

As well as addressing an individual's complaints, the process of listening to and resolving complaints will contribute to school improvement. When individual complaints are heard, Steiner Academy Bristol may be able to identify underlying issues that need to be addressed. The monitoring and review of complaints by the school and the Governing Body will be a useful tool in evaluating a school's performance.

Steiner Academy Bristol is committed to dealing with all complaints fairly and impartially and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with the school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Publicising the Procedure

There is a legal requirement for the Complaints Procedures to be publicised. At Steiner Academy Bristol the Governing Body have agreed to fulfil this requirement by including details in:

- the school web-site;
- any report/communication from the governors to parents;
- the information given to new parents when their children join the school;
- bulletins or newsletters;

In line with DFE Best Practice Advice for School Complaints Procedures 2016

Document Control

Designated Governor (role)	Maureen Good
Designated Staff member	Principal – Joss Hayes
Governor committee	Finance and Resources Committee
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