



Lantern of Knowledge Secondary School **General Complaints Procedure**

Any problem or concern should be raised promptly with the class teacher/form tutor or member of staff responsible for the area or action you are concerned about. If your concern is more serious you may prefer to make an appointment to discuss it with the Head Teacher/Assistant Head. All staff will make every effort to resolve your problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion with the Head Teacher or relevant member of staff.

Stage 1 (Head Teacher)

If you are dissatisfied with the response of the member of staff (or the Head Teacher if they have been involved at the informal stage) then you may wish to put your concerns in writing to the Head Teacher as a complaint. You should make it clear if you wish the matter to be dealt with as a complaint. The Head Teacher will investigate the complaint and provide a written response. This will normally be within 10 school days of your letter, but you will be kept informed if, for example, more time is needed to complete the investigation.

If your original concern was about an action by the Head Teacher personally, and you have already discussed it at the informal stage, then you should put your complaint in writing to the Chair of Governors (stage 2).

Stage 2 (Chair of Governors)

If you are not satisfied with the Head Teacher's response, you may contact the Chair of governors. The Chair of governors' name, and how to contact him/her, is published in the school's Prospectus to parents on our web site, but it will also be available from the school office.

The Chair of governors will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself and the Head Teacher. At the end of this stage the Chair of governors will provide you with a written response. This will normally be within 10 school days, but you will be kept informed if more time is needed.

If you are not satisfied with the Chair of governors' response at the end of stage 2, the complaint can be referred to the proprietor by writing to the Chairman. The proprietor will ask a panel to investigate your complaint. The panel will consist of at least three people, who were not directly involved in any previous consideration of the complaint, one of whom will be independent of the management and running of the school. This will normally be arranged within fifteen school days of your complaint being received, depending on the availability of all concerned. You will be given written details (time,

place etc.) of the panel hearing. Parents may attend the panel hearing and be accompanied by a friend or representative if they wish.

The panel will produce a written account of their findings and recommendations, and forward copies of the document to the complainant, proprietor, Head Teacher, and where relevant the person/s complained about. This will normally be within 10 school days of the meeting.

Written records will be kept by the school of all complaints and their outcomes, whether they were resolved at the preliminary stage, when a complaint is submitted in writing or whether they proceeded to a panel hearing.

All correspondence, statements and records of complaints will be kept confidential. However, they must be shown to HMI/ISI at the time of inspection. Copies must also be made available to the Registration Authority on request.

Complaints against School Staff

If your complaint amounts to or includes an allegation against a member of staff, this may need to be considered under the school's disciplinary procedure for employees, rather than the complaint procedure. You will be advised if these procedures are to be used in dealing with your complaint.

Reviewed: April 2017

Next Review: April 2018