

# Eastbrook School



## Complaints Policy

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*Policy amendments may occur at any time. Please consult the Policies page on the website for the latest update.*

At Eastbrook School, we undertake to provide a friendly and safe environment in which students will be helped to achieve their potential, both academically and socially.

We believe that a close partnership between the school, parent /carers and students is essential to ensure student progress and well-being. In support of this, parents are invited to enter a Home-School Agreement. This agreement sets out the school's aims and values, as well as the responsibilities of the school and parents, and our expectations of students.

Through our programme of meetings between parent / carers and teachers, as well as through informal contact and individual meetings, we provide opportunities for parent / carers to raise matters of concern – about the progress and well being of their child, teaching and learning, the curriculum or more general issues. If a concern is not resolved through discussion with a teacher, the parent / carer or the teacher can refer it to the Headteacher. Complaints from members of the public should be made directly to the Headteacher.

The Headteacher will offer a meeting with the parent or other complainant, as far as possible at a mutually convenient time. At that meeting, and through discussion, the Headteacher, or their representative, will seek an acceptable outcome, to the satisfaction of all parties involved.

If the Headteacher is unable to resolve the complaint within 10 school days, or is the subject of the complaint, the Headteacher or the complainant can refer it to the Chair of Governors.

The Chair of Governors will ask for the complaint to be put in writing. The Chair of Governors will contact the Headteacher and if the matter cannot be resolved through further discussion between the school and the complainant, the Chair of Governors will arrange a meeting of the complaints committee of the Governing Body. This will be as far as possible at a time convenient to all parties, within 15 school days. The complainant, the Headteacher and any member of staff about whom there are complaints will be invited to the meeting. Any person invited can bring a friend or supporter if they wish.

If the complaint is complex, the Chair of Governors can appoint an investigating officer to gather evidence and conduct preliminary interviews. The investigating officer will then support the complaints committee in hearing the case.

The complaints committee will consider any written material, and also give the person making the complaint and the Headteacher and staff an opportunity to state their case and to question the other side. The committee will ensure that all present are treated fairly.

The committee will give a decision as soon as possible after the hearing, and will confirm it in writing, along with the reasons for their decision.

If the complaint is not resolved at school level, you may contact the Local Authority and ultimately Secretary of State for Education.