

Bradford Christian School Policy on Complaints Procedure

Vision

Bradford Christian School operates as a partnership between home and the school and seeks to serve parents in the Biblical mandate of educating their children. One crucial factor in this partnership is good, effective and open communication between parents, the school and governors. The more active and involved parents are in the life of the school the more effective we are in communicating and fulfilling the aims of the school. Nonetheless it is still recognised that there may be times when parents have concerns that need further attention.

Responsibilities

The Chair of Governors ultimately has the responsibility of ensuring that any written complaints are dealt with and solution sought. The Headteacher also has a responsibility to ensure that the school deals with issues effectively and makes changes when the need arises to ensure that problems do not recur.

Key principles / Aims

'If your brother sins against you go and show him his fault, just between the two of you. If he listens to you, you have won your brother over' Matthew 18:15

That the school can and does have issues that need resolving with families that we work with.

All, complaints will be dealt with promptly and with sensitivity.

We will seek to restore relationships at the very earliest opportunity.

As a school we will ensure that all children have the right to attend school in a safe and caring atmosphere.

Means

The procedure that should be followed by both home and school:-

In the first instance of a concern the parents should contact the member of staff immediately responsible for their child at the time, or who is directly connected with the incident. The main reason for this communication is to clarify the facts and ensure that other sides may be taken into account. The contact will need to be as soon as possible and not longer than 5 school days from the incident. It would be assumed that almost all issues can be resolved and relationships restored at this point.

If the parents feel that this has not resolved the issue, the Headteacher will, if appropriate, call for a brief meeting, within 8 working days, to discuss the main issues with people involved either separately or all together. Again we will seek to restore relationships as soon as we can.

If after speaking to the Headteacher, parents and families still feel there is an issue that needs further attention they should write to the Chair of Governors at the school. The Chair will respond to this as a matter of urgency. If the complainant or the Chair of Governors feels that further consideration is needed the Chair of Governors has the power to convene a panel within one month of the written complaint being received.

The panel will consist of:

A member of the school governing body

An independent person requested by the governors

The headteacher or a member of the senior management team

The parents of the child/children who made the complaint and a witness of their choice if so desired.

A representative from the family's home fellowship or other independent person approved by the Chair of Governors.

If it is judged appropriate by all members of the panel the child may be invited to attend.

If a meeting is to be convened this must be brought to the attention of:-

The complainant and a witness of their choice if so desired.

The Chair of Governors

The Headteacher

The Head of either Primary or Secondary

The staff members directly involved.

All of whom must have 48 hours notice of any such meeting.

The conclusions, findings and recommendations of the panel will be kept confidential but will be distributed to all who attend the panel hearing and each member of the schools senior management team.

The Headteacher will keep a log of issues raised and whether or not they were resolved at the preliminary stage or if they went further. This record will be kept confidential in the head's office.

If the complainant refers to an accessibility issue for disabled pupils the family should arrange a meeting with the Headteacher and the Chair of Governors in the first instance to discuss their issues and concerns. If they still feel that the matter has not been resolved they should then put that complaint into writing to the Chair of Governors at the school and a panel hearing will be arranged.