

# Flourish Federation

## Overview of the procedure for Concerns and Complaints

### Statement of intent

Our aim at Flourish Federation is to create happy, safe and stimulating learning environments built on Christian values, in which all members of the school community feel valued and whose voice is heard. It is for this reason that we have this policy in place to support the quick resolution of any issues which may arise within our school community.

### *Stage 1 – Informal concern*

Parent/ carer speaks to class teacher – most concerns will usually be resolved at this stage

If unable to resolve or if your concern is more serious – parent/carers meet with the Headteacher or Chair of Governors

Most concerns will be resolved at this stage.

### *Stage 2 – Formal complaint*

Complete the complaint form (a template is included within the Concerns & Complaints policy) and send to the Headteacher (in a sealed envelope).

If your complaint is about the Headteacher, send the form to the Clerk to the Governors at the school address (in a sealed envelope) who will forward to the Chair of Governors.

Within five days you will be notified in writing of the procedure and timescales for dealing with your complaint:

Either:

a meeting will be held with you (the parent) to clarify and resolve the issue

Or:

An investigation will take place and you will be notified of the outcome in writing

Complaints will usually be closed at this point.

If you feel the Complaints procedure was not followed thoroughly you may request a review of the process.

### *Stage 2 - Complaints committee review*

Within ten school days of the outcome being advised to you, you may request a review (there is a form within the Concerns & Complaints policy). Send this form to the Headteacher or Clerk to the Governors (in a sealed envelope).

A review will take place usually by a panel of three impartial governors within ten days of receiving the form.

You may be invited to attend this panel.

You will be notified of the outcome of the panel (usually within five school days) and the matter will then be closed.

### *Next steps*

If you do not feel that the school has handled the complaint in accordance with our published complaints procedure, you can contact the Department for Education. The address is provided in the Concerns & Complaints policy.

Please ensure you read the full Complaints Procedure and Policy (available on the website or by request from the School Office) in order that your concern is dealt with appropriately. Please be aware that whilst every effort will be made to adhere to the timescales stated, there may be occasions where this is not practical due to the nature of the voluntary role of governors and the time required to fully investigate the complaint.