

Who should use this procedure?

The following procedure should be used if a parent or other individual or organisation has a complaint about the school. Woodcroft staff should not use this procedure to make a complaint, but should follow the school's *Grievance policy*.

The complaints procedure

Woodcroft School Limited aims to investigate and properly consider all complaints, and inform all those involved in the complaint of the outcome. A panel, including a member who is independent of the running and management of the school, may be convened as part of the complaints process.

1. The complaint should be discussed informally with the person concerned, where appropriate. If this is not appropriate, or if this does not resolve the matter, then the complaint should be discussed informally with the head teacher.
2. If the complaint cannot be resolved informally, then the complaint should be written down and handed, or sent by recorded delivery post, to the head teacher, at the school office, in a sealed envelope. The head teacher will investigate the complaint and provide a written reply within ten days of receipt of the complaint. A copy of the complaint and the reply will be sent by the head teacher to the board of directors.
3. If the complainant is not satisfied with the head teacher's written reply, then a further written complaint should be addressed to the board of directors and handed to one of the directors in person, or sent by recorded delivery post, to the school office. The directors will investigate the complaint and provide a written reply within ten days of receipt of the complaint.
4. If the complainant is still not satisfied with the directors' written reply, the directors will, within ten days of receipt of a written request from the complainant, convene a panel to consider the complaint. The panel will consist of at least three people who have not been directly involved with the matters detailed in the complaint and include one person who is independent of the running and management of the school. The complainant will receive at least five days notice of a hearing by the panel, and will be informed that they may be accompanied to the hearing if they wish. The panel will consider the complaint and any relevant documentation submitted by the complainant or others involved. The panel will make findings and recommendations. The panel will inform in writing the complainant, head teacher, board of directors and others directly involved about any findings and recommendations within five days of the end of the panel hearing.

The head teacher and directors will keep confidential written records of all complaints, correspondence, statements and records of hearings, including keeping a separate record of all those that are resolved informally. Please note that the timescales stated above apply during the school's normal term dates: during school holidays the timescales may be subject to alteration.