

Isebrook SEN Cognition and Learning College
Complaints Procedures



ABOUT THIS DOCUMENT:

Purpose

These procedures are in place to enable any complaint to be raised in the appropriate way so that they can be resolved as quickly and efficiently as practically possible.

COMPILED BY

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Isebrook SEN Cognition and Learning College

Complaints Procedures

How to make a complaint

Three stages are involved in raising concerns or making a complaint

Sometimes things happen which make children or parents unhappy. It is important that parents/carers feel able to raise concerns.

In most cases, concerns and complaints can be resolved by talking to staff at school. Sometimes parents may wish to raise a more formal complaint.

This is our complaints procedure. There are three main stages involved in raising concerns or making a complaint.

Stage 1 - Initial approach

It is important that parents contact the school first with their concerns and talk to their child's form teacher or Key Stage Leader for the key stage the student is in. Most problems can be sorted out in this way easily and informally.

Stage 2 - Raise a formal complaint

If you are still unhappy the next stage is to raise a formal complaint by writing to:

the Head of School

or, if you have already spoken to the Head of School, the Chair of the Governing Body (contact details can be obtained via the school office)

The Head of School, or the Chair of Governors will investigate your complaint.

After they have looked into the issue, you may be asked to meet with the Head of School or Chair of Governors or you may get a letter explaining the school's response.

Stage 3 - Appeal to Governors

If you are still unhappy after raising the complaint in Stage 2, you would need to inform the Chair of Governors in writing and request a hearing. The school's complaints procedure offers the opportunity for your complaint to be heard by a panel of the governing body.

You will be asked to meet with the panel and explain your case. The panel will listen to you and the Head of School, and will inform you in writing of their decision.

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Timescales for dealing with your complaint

Ideally, complaints should be dealt with quickly, but if your complaint is complicated or requires detailed investigation, it may take a longer to sort out. The school should let you know how a complaint is being addressed and when you can expect to hear from them.

Other types of complaints

The following types of complaints about education are dealt with in different ways. There are special arrangements under the Education Acts if you want to appeal or complain about:

- admission to schools
- exclusion from school
- school re-organisation proposals
- special education provision
- religious education and collective worship
- curriculum issues