

# The Wren School

## Complaints Policy



### Purpose and background

The Wren School is committed to providing high standards of teaching and pastoral care for all students. The school has a consistent approach of making parents and carers feel welcome, and governors hope that parents find it easy to discuss their child's progress with members of staff. All parents and carers should feel that their concerns or complaints can be voiced and will be considered seriously.

Please note that although we have referred to 'parents' throughout this document, the school also recognises its students' voice and that of its community, therefore this policy also includes any member of the school and the wider community.

### Policy objectives

This policy should be used for:

- Complaints relating to the schooling of a child;
- Complaints about the education and care provided to students at the school;
- Complaints about the school's operational arrangements.

This policy is limited to matters which can reasonably be investigated and therefore complaints should relate to matters which have occurred within the last 12 months.

This policy should not be used for:

- Complaints by staff relating to grievances about their employment (there is a separate staff grievance policy);
- Complaints about the actions of another parent or carer, which should be reported to the Headteacher who will investigate whether action can be taken by the school;
- Allegations of abuse, which should be discussed immediately with the Headteacher or a senior member of staff;
- Issues between the school and community groups/PTA, which will be resolved informally by discussion.
- Appeals relating to admissions, which should be lodged in accordance with the Admissions Policy.

### Status

As an academy, The Wren School abides by [The Education \(Independent School Standards\) Regulations 2014](#).

### Policy practice and procedures

#### Concerns

Where there are concerns which parents and carers wish to share with the school, we expect

them to get in touch with the school by email, letter or telephone. The school will seek to resolve any concerns raised promptly, fairly and if possible, informally in the first instance.

### **Concerns about academic progress**

If a parent or carer is worried about a particular aspect of the school affecting their child's progress, or their progress within a subject area, it is most appropriate to contact a tutor or subject teacher in the first instance. The next point of contact would be the Headteacher's PA.

### **General pastoral concerns**

If a parent or carer is worried about their child's general welfare or progress, their concern should be directed to their child's form leader. The next point of contact would be the Assistant Headteacher (Pastoral Lead).

### **Concerns about staff**

Concerns about staff should be addressed to the Headteacher in the first instance. Concerns about the Headteacher should be addressed to the Chair of Governors.

### **Concerns about the school in the community**

Concerns from the community should be addressed to the Headteacher. Concerns about governors should be addressed to the Chair of Governors. Concerns about members of the trust should be addressed to the Chair of the SAT Members. Concerns about either of these latter individuals should be addressed to the Clerk to Governors.

## **Informal resolutions of complaints**

The school expects that wherever possible, concerns will have been raised and resolved without progressing to become a complaint.

If the members of staff above are unable to resolve the matter alone, they will seek advice from the Headteacher's PA who should offer the parent the opportunity for mediation between the parties involved.

If the parent or carer is still not satisfied with the response to the concern, they can raise a complaint with the Headteacher's PA. The Headteacher's PA will contact the parent or carer within 10 school days of the complaint being received to identify the member of staff who will be in contact to discuss the matter and reach an acceptable resolution.

Depending on the nature of the issue, the Headteacher's PA will delegate the complaint to an appropriate member of staff who has not been involved in the matters relating to the complaint to investigate. In such a case, the complaint and actions will be acknowledged by the school within 3 school days. The member of staff appointed to investigate may review all information and contact the parties involved. The outcomes of any investigation will be reported to the Headteacher. Written records of all meetings in relation to the complaint will be kept. The Headteacher will review the outcomes of any investigation and give their decision in writing to the parent within 15 school days of receiving the complaint. Mediation should also be offered at this stage.

## **Formal resolutions of complaints**

If a parent or carer feels that the school has not addressed the matter sufficiently and it needs further resolution, formal procedures may begin.

If the matter relates to the Headteacher it should be taken to the formal procedure stage

without investigation by the Deputy Headteacher, although governors still expect mediation to have been offered.

The formal procedures are outlined in a separate document 'The Wren School Complaints Procedures' which is available on the school's website.

## Management of the policy

**School:** This policy is implemented by the Headteacher on behalf of the Governing Body and managed by the Headteacher's PA. The Headteacher will report any complaint to the governors via the next available Full Governing Body meeting as a confidential item.

**Governing Body:** The governing body will review and update this policy every three years or upon changes in relevant legislation.

**Approval:** Approved by Full Governing Body – October 2018

**Next review due:** Autumn 2021

## Associated policies

Complaints Procedures  
Child Protection and Safeguarding Policy  
Staff Grievance Policy  
Admissions

## Associated documents

Complaints Guidelines for Staff and Governors

## Named individuals

Headteacher:	Jo Broadhead	<a href="mailto:jbroadhead@wrenschoo.org">jbroadhead@wrenschoo.org</a>
Headteacher's PA:	Lynn Smith	<a href="mailto:lsmith@wrenschoo.org">lsmith@wrenschoo.org</a>
Assistant Headteacher (Pastoral Lead):	David Zell	<a href="mailto:dzell@wrenschoo.org">dzell@wrenschoo.org</a>
Chair of Governors:	Julia Cottee	<a href="mailto:clerktogovernors@wrenschoo.org">clerktogovernors@wrenschoo.org</a>
Chair of SAT Members:	Mike Windsor	<a href="mailto:clerktogovernors@wrenschoo.org">clerktogovernors@wrenschoo.org</a>
Clerk to Governors:	Jo Hackett	<a href="mailto:clerktogovernors@wrenschoo.org">clerktogovernors@wrenschoo.org</a>