

The majority of issues that are raised by parents/carers, pupils or the community are concerns rather than complaints. Hopewell School is committed to taking seriously any concerns or complaints, at the earliest stage with the aim of keeping formal complaints to a minimum and without needing formal procedures.

We believe that the schools staff team work hard to build and maintain positive relationships with parents, carers and all our stakeholders. When there is a cause for concern we aim to deal with them effectively and in an open and honest way.

To encourage resolution of such situations we have adopted this simple and clear complaints procedure. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the pupil above all other issues.

Written records will be kept of all complaints including the stage at which they were resolved and all correspondence, statements and records of complaints will be kept confidential.

**The aim of our procedure is that it will :**

- usually be possible to resolve problems by informal means (before or at stage one of the procedure)
- treat complaints confidentially
- allow problems to be dealt with quickly
- address all points causing concern
- inform future practice so that the problem is unlikely to recur
- reaffirm the partnership between families and staff as they work together for the good of the pupils in the schools
- ensure that the schools' attitude to a pupil would never be affected by a parental complaint
- discourage anonymous complaints
- ensure that all staff have opportunities to discuss and understand the schools' response to concerns and complaints made by families or other persons
- ensure that any person complained against has equal rights with the person making the complaint.

## THE PROCESS

<b>STAGE 1 (Informal)</b>	<p>If you have any concerns about your child's schooling, you should in the first instance speak to the class tutor, attached TA or the subject teacher. Most concerns can be dealt with in this way.</p> <p>We take any issues and concerns seriously and from this initial meeting will act as quickly as possible to resolve the situation.</p>
<b>STAGE 2 (Formal)</b>	<p>If you are still unhappy and feel that the concern has not been resolved or dealt with as you would wish- make an appointment to see the Head teacher or Deputy Head teacher.</p> <p>For a complaint at this stage you will be asked to complete a Complaints form – provided by the school.</p> <p>The Head or Deputy head will discuss your complaint and following your meeting they will investigate it.</p> <p>This process will take longer than Stage 1 as investigating your complaint will be undertaken- you should be informed of next steps within 3 working days and a full response to your complaint should be provided within 10 working days.</p> <p>In rare and exceptional cases this may be exceeded but you will be informed and updated in full as to progress.</p>
<b>STAGE 3 (Formal)</b>	<p>Only if the complaint is unresolved or if the complaint is regarding the Head Teacher then you should make a complaint in writing to Head Office –  <b>FAO Robert Miller Holibrook House Ltd, Jhumat House , 160 London Road, Barking, IG11 8BB, Tel 020 8297 0339.</b></p> <p>Please include all details of previous stages in your account.</p> <p>Your complaint will be responded to in writing within 10 working days of receipt of your written complaint.</p>

### COMPLAINTS LOG:

All complaints are recorded on a log.

The detail of the complaint is recorded, including informal complaints (stage 1), as is whether the complaint is resolved at stage 1, or at any stage of the formal complaints procedure.

Any actions taken by the school as a result of a complaint (regardless of whether the complaint has been upheld or not) are also recorded on this log.

All information (correspondence, statements, records) related to all individual complaints is kept confidential and locked away, accessed only by the Head teacher, HR consultant and Governors.