



PARENT COMPLAINTS POLICY

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| School Details : | The Island Project School DofE Registration Number : 334/6010 Company Registration Number : 5924196 Registered Charity Number : 1119034 Telephone Number : 01675 442588 |
| Designated Safeguarding Lead : | Sarah Gallagher – School Principal Mobile : 07971 543 832 Email : s.gallagher@ipschool.co.uk |
| Deputy Designated Safeguarding Lead : | Nicole Sheehan – SLT (Head of School) mobile: 07971 543 755 email : n.sheehan@ipschool.co.uk Melanie Collett – SLT (Head of Further Education) Mobile : 07971 543 753 Email : m.collett@ipschool.co.uk Nial Al-Zanki – Senior Tutor email : n.al-zanki@ipschool.co.uk telephone : 01675 466 682 |
| Designated Trustees For Child Protection: | Claire Bennett |
| Senior Leadership Team : | Sarah Gallagher – SLT (School Principal) Carol Howe – SLT (Curriculum Director) email : c.howe@ipschool.co.uk Paul Quigley – SLT (Commercial Director) email: p.quigley@ipschool.co.uk Nicole Sheehan – SLT (Head of School) Melanie Collett – SLT (Head of Further Education) |
| Trustees : | Gordon Booth Jacqueline Walters-Hutton Claire Bennet |
| Date Last Reviewed : | Reviewed and reissued : 5 th October 2017 |
| To be reviewed by : | |

PROCEDURES FOR DEALING WITH COMPLAINTS

At The Island Project School, we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential socially, in life skills and academic subjects.

We believe that a close partnership between the School, parents and pupils is essential to ensure pupil progress and well-being..

Through meetings between parents and staff, as well as through Home-School Diary and informal contact, we provide opportunities for parents to raise matters of concern – about the curriculum or more general issues and to advise school of any changes of circumstance or behaviour of their child.

If a concern is not resolved through discussion with a member of staff (which in the first instance would be the Unit Head), the parent or the staff member can refer it to the Head of School or Head of Further Education. Complaints from members of the public should be made directly to then Head of School or Further Education in the first instance.

The Head of School will notify the School Principal of any potential complaint and will offer a meeting with the parent or other complainant, as far as possible at a mutually convenient time in School hours. At that meeting, and through discussion, the Head of School or Head of Further Education will seek an acceptable outcome, to the satisfaction of all parties involved.

If the Head of School is unable to resolve the complaint within 10 school days, or is the subject of the complaint, they or the complainant can refer it to the Board of Trustees who will then ask for the complaint to be put in writing.

In the case of the complaint being made against the School Principal and the Trustees are unable to resolve the complaint at a meeting to agree an acceptable outcome, then the Trustees will ask for the complaint to be put in writing. It is helpful if the complainant can set out their concern in detail.

The Trustees will arrange a meeting, before a panel of at least three people. Were possible, one of the panel will be independent of the management or running of the School and where no member of the panel has been directly involved in the matter outlined in the complaint. Where possible all meetings will be arranged at a time convenient to all parties, within 10 school days. The complainant, the School Principal and any member of staff about whom there are complaints will be invited to the meeting. Any person invited can bring a friend or supporter if they wish.

The panel will make findings and recommendations and will provide a written copy to the complainant, Trustees, School Principal, Head of School or Head of Further Education and where appropriate the person about whom the complaint has been made within 5 working days of the meeting.

A written record must be kept of all written complaints, and must indicate :

1. Whether they are resolved following a formal procedure, or proceeded to a panel hearing; and
2. Action taken by the School as a result of those complaints (regardless of whether or not they are upheld)

All complaints are to be recorded. Regardless at what stage the complaint is resolved a complaint form should be completed and all correspondence, statements, letters and forms regarding the complaint should be logged and kept confidential except where the Secretary of State, or a body conducting an inspection under section 109 of the Education and Skills Act 2008

A copy of any findings will be available for inspection on the School Premises by the Proprietor and the School Principal.

For complaints relating to child protection issues please see the additional guidance in our child protection policy. For complaints relating to staff harassment please see the additional guidance in the staff bullying and harassment procedure.

The record of complaints, actions and outcomes are to be reviewed by the School Manager and the Trustees at least once a year at which time this policy will also be reviewed.