

Alfred Street Junior School Complaints Protocol

This protocol is intended to address issues of a serious nature and is not intended to prevent parents from meeting with staff to discuss matter of concern that can be easily dealt with informally.

When a parent approaches a member of staff wishing to raise a serious issue, such as a complaint about a member of staff, the following process should be put in place:

1. The complainant should be referred to the Headteacher or, in his absence, the Deputy Headteacher.
2. The Headteacher or Deputy Headteacher should hear the complaint and keep notes of the meeting.
3. The complainant will then be supplied with a copy of the protocol and a complaint form.
4. A formal meeting will be arranged to discuss the complaint.
5. The complaint will then be investigated.
6. If the complaint warrants representation by a member of a professional association, this will be arranged.
7. Minutes will be taken of the formal meeting, which will be attended by the Headteacher and a member of the Leadership Team, together with any other relevant parties. Minutes will be provided for the complainant.
8. At the meeting the Headteacher will make a decision as to whether a follow-up meeting is required and he will also seek assurance that all parties are satisfied that the correct procedures have been followed.
9. If, following the meeting, further investigation is required, the Headteacher will meet with the Leadership Team and decide on appropriate action.
10. At any follow-up meeting, minutes will be taken by a member of staff and the Headteacher will ensure that all parties are satisfied that the correct procedures have been followed.
11. Should the matter not be resolved, the Headteacher will seek advice and support from the Chair of Governors/Senior Education Officer/professional association representative.

John Kidney
Headteacher
February 2009
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