

STAFF HANDBOOK

PARENTS

Contents

Parental Complaints Procedure

Parental Rights of Access to Child's School Records Policy

PARENTAL COMPLAINTS PROCEDURE

INTRODUCTION

The complaints procedure will only be invoked after every attempt has been made to resolve parental complaints using informal channels. This will include firstly the member of staff involved, secondly the director of study, thirdly the headteacher and lastly the chair of the governing body or other governor as appropriate.

PANEL AND TERMS OF REFERENCE

A panel of three governors from a pool of five will be convened, and then elect its own chair.

The chair, vice chair and all the governors who are members of the school staff will be excluded from the pool.

The panel will meet to consider and determine formal parental complaints made concerning the conduct of the school and will have delegated authority to make decisions on behalf of the governing body.

The decisions will be made by a single majority of the panel and will be binding upon the governing body.

The procedure for the hearing should be as follows:

- Those making the complaint will speak first
- The panel will ask relevant questions to elicit detailed information from the complainant
- Those complained against will speak next
- The panel will ask relevant questions to elicit detailed information from the person complained against
- Following the panels questions, those making a complaint and then those complained against will be given the opportunity to make a short concluding statement
- All parties will be asked to withdraw and the panel will then reach its decision. This will be communicated in writing to both parties within three days of the meeting of the panel

NOTES OF GUIDANCE

The panel convened to hear the complaint will comprise the same governors throughout in the unlikely event of more than one session being required, for example, because more information is required.

The panel should meet within a reasonable and practical period of time from the date of receipt of the formal complaint. If possible this should be within 15 days.

The panel will invite those who have made the complaint and those who are complained against each to submit a written statement prior to the hearing. All written information provided in this way will be circulated to all members of the panel in advance of the meeting.

Both parties will also be invited to attend to hearing if they so wish and to be accompanied by a friend or colleague. Both parties should inform the governing body of their intentions.

Depending on the particular circumstances of the complaint, the panel may call upon other relevant parties to provide information.

The clerk will attend the meeting of the panel to the governing body, there is no appeals procedure and no records will be kept on personal files, unless in the opinion of the governing body action is required under disciplinary procedures.

The panel may invite an officer of the education authority with appropriate expertise to attend throughout in an impartial capacity for advisory purposes. The officer will not be one who has previously been involved in the case under consideration.

PARENTAL RIGHTS OF ACCESS TO CHILD'S SCHOOL RECORDS POLICY

Parents have the right of access to see all relevant records held by the school that relate to their child, whether they be held on a retrievable system or in hard copy. Parents wishing to see such documents should make contact in the first instance with their child's director of study.

For further information: Department of Education and Skills website
http://www.dfes.gov.uk/a-z/PUPIL%5FRECORDS_ba.html