Catch22 Education Policy

Catch22 Include Primary School- Suffolk COMPLAINTS PROCEDURE (for parents’ and carers’ use)

Contents

1. Summary 2
2. What is the policy about? 2
3. Who is the policy for? 2
4. Policy statement 2
5. Policy Requirements 7
6. Related policies 7
7. Appendices – Statutory Guidance 7
   Annex 1 – Equality Impact Assessment 8

Policy owner: Education
Queries to be directed to: Executive Principal

This policy will be reviewed on annual basis. Catch22 reserves the right to amend this policy, following consultation, where appropriate.

Date created: May 2017
Date of last review: May 2017
Date of next review: May 2018
1. Summary

This policy sets out the procedure of making a complaint for parents and carers of students at the Catch22 Include Suffolk School. The procedure explains the process and detail of complaints made at:

- Stage 1 – Informal resolution
- Stage 2 – Formal resolution
- Stage 3 – Panel hearing
- Complaints against Catch22

The policy reflects the requirements set out in the Best Practice Advice for School Complaints Procedures 2016 (DfE).

2. What is the policy about?

The purpose of the procedure

- The aim of this procedure is to achieve a fair, effective and as rapid as possible resolution of parental concerns about the education and/or welfare of individual children in the care of Catch22 Include Suffolk school.
- The expression ‘parents’ is used for those having parental responsibility for the child.
- These procedures apply to all parents of students and to prospective parents of the school. A copy of this procedure is available on the school’s website and can also be obtained on request from the school office or Headteacher.

3. Who is the policy for?

All parents and carers and prospective parents and carers of students at the Catch22 Include Suffolk School.

4. Policy statement

Complaints Concerning the School

Catch22 Include Suffolk School welcomes suggestions and comments from parents and carers, and takes seriously concerns or complaints which may arise, as they can help us to improve the educational experience that we provide.

Key Contacts

School Address:

Old Kingdom Hall
Short Breackland
Bury St.Edmunds
Suffolk
IP33 1EL
Timing

Effective and fair resolution of concerns usually requires that they are brought to the School’s and Catch22’s attention promptly, which should normally be within three months of the relevant event(s). Complaints may be heard after this time if the Executive Principal and/or Complaints Officer or Complaints Panel considers that the delay has not prejudiced an effective and fair resolution.
Professional judgment

Where the judgment of a member of Catch22 staff is subject to complaint, the Executive Principal and Complaints Officer/Complaints Panel will determine whether the judgment was exercised fairly and reasonably according to Catch22 standards. There may be more than one fair and reasonable response to a situation. The Executive Principal and Complaints Officer or Complaints Panel will not normally substitute their decision for that of the staff concerned. Accordingly, where a complaint is upheld, the Executive Principal and Complaints Officer/Complaints Panel will usually make recommendations to be acted upon by the School concerned.

Legal proceedings

Where legal proceedings exist between Catch22 and the parents/pupil, this procedure may be subject to the constraints of the legal process.

Record Keeping

A written record of all complaints (which may include notes, correspondence and statements) will be kept at each stage of the procedure, as detailed below, and will include details of whether individual complaints were resolved following a formal or informal procedure, or proceeded to a panel hearing. The record will include details of any action taken by the school as a result, regardless of whether they are upheld.

The written record of complaints will be reviewed regularly by the Headteacher and by the Executive Principal/Chair of Governors and Catch22 Operations SLT. Records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the Education and Skills Act 2008 requests access to them. The number of complaints recorded under the formal procedure during the preceding school year is available to parents of students (and prospective students) on request from the Head’s PA.

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their child’s Curriculum and Learning Lead (CLL) at the school site their child attends, as appropriate. In many cases the matter will be resolved straightaway by this means to the parents’ satisfaction. If the CLL cannot resolve the matter alone, it may be necessary for him/her to consult with other staff within the school.
- The teacher will make a written record of all complaints and the date on which they were received and any action taken by the school as a result. Should the matter not be resolved within 10 school days or in the event that the member of staff and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2 – Formal Resolution

PART A
School Level

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headteacher as soon as possible. The Headteacher (or his or her
representative if the Headteacher is not in School) will investigate the complaint. The Headteacher will respond to the parents within 10 school days.

- The Head will keep written records of all meetings and interviews held in relation to the complaint.
- The school will also keep a written record of complaints, any action taken by the school as a result and whether they were resolved at the informal or formal stage or proceeded to a Panel hearing.
- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents informed of this decision in writing. The Head will also give reasons for his/her decision.
- Complaints about the Headteacher should be made directly to the Executive Principal or Chief Operating Officer (see part B below).

PART B
Catch22 Level

- If parents are not satisfied with the Headteacher’s response, the parents should write within 10 working days of the Head’s response to the Executive Principal or Chief Operating Officer via the Complaints Officer of Catch22 at:

  Email: Feedback@catch-22.org.uk

  Complaints Officer
  Catch22
  27 Pear Tree Street,
  London,
  EC1V 3AG

  The complaint should clearly identify the main issue(s) of concern and, if possible, indicate the nature of the resolution they are seeking.

  If the complaint is about the Headteacher, the parents should write directly to the Executive Principal/Chief Operating Officer of Catch22 via the Complaints Officer at the above email address or address. The complaint should clearly identify the main issue(s) of concern, and, if possible, indicate the nature of the resolution that they are seeking.

  The Executive Principal will investigate the matter and will respond to the parents within 15 school days of receiving the complaint. Written records will be kept of all complaints received, the steps taken to investigate the complaint and any action taken as a result. In particularly complex cases, the Executive Principal will advise parents of any extra time needed to investigate properly.

  If a complaint is made directly to the Complaints Officer before a formal complaint has been made to the Headteacher, the Complaints Officer may refer the matter to the Headteacher for resolution.

  If parents are still not satisfied with the decision, parents are able to proceed to Stage 3 of this Procedure for those matters which are within the responsibilities of the school or of Catch22. Where the complaint is against the decision of an external agency or third party, such as an examination board or higher education institution, parents will be advised on the appropriate route for their complaint and, where possible, given information and advice about progressing their concerns.

Stage 3 – Panel Hearing
• If parents wish to have their complaint considered at a Panel Hearing, they should write to the Chief Executive of Catch22 at the address above, setting out their complaint.

• If a request for a Complaints Panel is made without the matter having previously been investigated by the Executive Principal, then the Chief Executive will refer the matter for investigation under Stage 2 of this procedure.

• In the interests of resolving the complaint expeditiously, complaints should focus on the main issues. It is helpful if the complainant is able to indicate the nature of the outcome which they are seeking as a means of resolving their complaint.

• The Chief Executive will then convene a Complaints Panel. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chairman.

• The Clerk of the Panel will deal with administrative issues prior to the hearing. The Clerk will normally be the Director of Governance & Risk, or their nominee, but will not provide legal advice to the Panel on any substantive matters. The Clerk’s role at the hearing will be limited to advice on procedure.

• A hearing will be scheduled to take place as soon as practical and normally within 25 school days of receipt of the parents’ letter. If, despite the best efforts of Catch22 personnel, a hearing cannot be arranged within this time period the Clerk of the Panel will write to the parents before the expiry of the 25 day period setting out the likely timeframe for the hearing. The hearing will normally be held at a Catch22 Office, but in cases where it is not reasonable to ask parents and staff to travel long distances, efforts will be made to hold the hearing at premises near the school.

• The parents should supply copies of their previous written complaint to the Headteacher and Complaints Officer and any other documentation they may wish to rely on to the Clerk for circulation to the Panel and Headteacher not more than 7 days after the date of notification of the hearing. Documentation must be relevant to those matters set out in the complaint.

• The parents will be supplied with copies of any statements and supporting/background documentation provided by the Headteacher to the Panel not less than 10 school days before the hearing.

• The Panel may refuse to consider matters of which written notice has not been given if doing so appears to them likely to be prejudicial to a fair and effective consideration of the complaint.

• If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to the Chair of the Panel not less than 5 school days prior to the hearing, for circulation to all parties.

• The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

• Conduct of the hearing shall be at the Panel’s discretion which will be exercised in the interests of a fair, effective, and appropriately rapid resolution of the complaint. The Chair of the Panel, or their Clerk, will normally write to the parents before the hearing, having considered the nature of the complaint and the documentary material, to state how the hearing will be conducted. Prior to the hearing, decisions relating to procedure may be dealt with by the Chair of the Panel acting alone. Should the parents have any questions concerning the Panel’s procedure, they should address them to the Chair of the Panel at the above address.

• After due consideration of all relevant facts, the Panel will reach a decision and may make recommendations.

• The Panel will write to the parents normally within 5 working days informing them of its decision and the reasons for it. The Panel’s findings, and (if any) recommendations will also
be sent in writing to the Headteacher, the Complaints Officer on behalf of the Chief Executive, and where relevant, the person(s) against whom the complaint was made.

- The findings and recommendations referred to may be sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about.
- A copy of the findings and recommendations will be available for inspection on the school premises by The Senior Leadership Team (as proprietor) and the Headteacher.
- Catch's Director of Governance & Risk will keep a copy of the findings and recommendations for all complaints which have been dealt with at a Panel hearing under this procedure.
- Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except where disclosure is required in the course of the school’s inspection or where any other legal obligation prevails.

Mediation

At any stage of the process it may be helpful to consider mediation, or a facilitated discussion by an experienced mediator, as a way to address any particularly difficult or sensitive issues as constructively as possible.

5. Policy requirements

Catch22 staff, Headteachers and managers will ensure that this complete procedure is followed, with particular attention to the deadlines of communication set out.

6. Related policies

Catch22 Complaints, Compliments and Feedback Policy

7. Appendices

Annex 1: Equality Impact Assessment

Catch22 is committed to always: avoiding the potential for unlawful discrimination, harassment and victimisation; advancing equality of opportunity between people who share a protected characteristic and those who do not; and, foster good relations between people who share a protected characteristic and those who do not.

An Equality Impact Assessment (EIA) is a tool for identifying whether or not strategies, projects, services, guidance, practices or policies have an adverse or positive impact on a particular group of people or equality group. While currently only public bodies are legally required to complete EIA’s, Catch22 has adopted the process in line with its commitment to continually improve our equality performance.

1. Summary

<table>
<thead>
<tr>
<th>This EIA is for:</th>
<th>Complaints Procedure Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>EIA completed by:</td>
<td>Head of Quality Curriculum and People</td>
</tr>
<tr>
<td>Date of assessment:</td>
<td>May 2017</td>
</tr>
<tr>
<td>Assessment approved by:</td>
<td>Education SLT</td>
</tr>
</tbody>
</table>

**Objectives and intended outcomes**

This EIA has been completed in order to ensure that the implications and potential impact, positive and negative, of the Catch22 Education Complaints Procedure policy for all staff have been fully considered and addressed, whether or not the staff members share a protected characteristic.
### 2. Potential Impacts, positive and negative

<table>
<thead>
<tr>
<th>Equality Area</th>
<th>Positive</th>
<th>Neutral</th>
<th>Negative</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
<td>☐</td>
<td></td>
<td>The policy applies equally to all members of staff regardless of age. It’s not considered that the policy includes any guidance or rules that may impact either positively or negatively on any member of staff because of their age.</td>
</tr>
<tr>
<td>Disability</td>
<td></td>
<td>☐</td>
<td></td>
<td>The policy applies equally to all members of staff regardless of health/disability. It’s not considered that the policy includes any guidance or rules that may impact either positively or negatively on any member of staff because of their disability.</td>
</tr>
<tr>
<td>Pregnancy &amp; Maternity/paternity</td>
<td></td>
<td>☐</td>
<td></td>
<td>It’s not considered that the policy positive or negatively impacts on pregnant women or on staff on maternity or paternity leave.</td>
</tr>
<tr>
<td>Race (incl. origin, colour and nationality)</td>
<td></td>
<td>☐</td>
<td></td>
<td>The policy applies equally to all members of staff regardless of their race, origin, colour or nationality. It’s not considered that the policy includes any guidance or rules that may impact either positively or negatively in these respects.</td>
</tr>
</tbody>
</table>
Gender and Gender Re-assignment

The policy applies equally to all members of staff regardless of their gender at any given time. It’s not considered that the policy includes any guidance or rules that may impact either positively or negatively on any member of staff because of gender.

Sexual Orientation

The policy applies equally to all members of staff regardless of their sexual orientation. It’s not considered that the policy includes any guidance or rules that may impact either positively or negatively on any member of staff because their sexual orientation.

3. Negative impacts and mitigations

<table>
<thead>
<tr>
<th>Negative Impact</th>
<th>Mitigation</th>
<th>Owner</th>
</tr>
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<tbody>
<tr>
<td>N/A</td>
<td></td>
<td>CA</td>
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