

## COMMUNICATIONS & COMPLAINTS PROCEDURE SUMMARY



### Communications and Complaints Procedure Summary & Timeline

We welcome all feedback that helps us to improve our school and take all complaints seriously.

#### Stage 1: Initial Feedback (or Complaint) to School

**Parents of Redland Green School students should arrange an appointment to speak to us face-to-face or by phone.** We will always do our best to meet with parents as soon as possible.

First, identify the most appropriate person to contact using our "Who to contact" document at <http://www.redlandgreen.bristol.sch.uk/ParentCarerInfo/FAQ/index.asp?PCID> and email them to [info@redlandgreen.bristol.sch.uk](mailto:info@redlandgreen.bristol.sch.uk) to make an appointment with the relevant member of staff.

#### 'Drop-in' time to meet a Senior Leadership Team (SLT) member

We also have 'SLT Drop-in Time' on Friday afternoons from 3.30-4.00pm when you can meet with a member of the SLT without an appointment.

**Any other persons wishing to provide feedback or raise a complaint should email the Clerk to the Governing Body at [ejahn@redlandgreen.bristol.sch.uk](mailto:ejahn@redlandgreen.bristol.sch.uk).**

Verbal or written feedback/complaint acknowledged within 1 working day.

We aim to resolve most concerns at this stage, offering our initial response within 3 working days. However, in more complex cases we will arrange a meeting, phone call or written response within 10 working days by Head of House, Curriculum/Subject Team Leader, Assistant Headteacher or Deputy Headteacher.

The school will inform the complainant as soon as practical should a longer timeframe be required.

#### Stage 2: Complaint Heard by Headteacher

Complainant is required to complete a Complaints Form and submit it to the school c/o the Clerk to the Governing Body at [ejahn@redlandgreen.bristol.sch.uk](mailto:ejahn@redlandgreen.bristol.sch.uk).

Written complaint acknowledged within 1 working day.

If the matter has not been resolved at Stage 1, we will arrange a meeting with the Headteacher for further investigation within 10 working days followed by a verbal or written response within 10 working days.

If the complaint is about the Headteacher, the matter should be referred to the Chair of Governors c/o the Clerk to the Governing Body at [ejahn@redlandgreen.bristol.sch.uk](mailto:ejahn@redlandgreen.bristol.sch.uk). The Chair of Governors will arrange a meeting with the complainant for further investigation within 10 working days followed by a verbal or written response within 10 working days.

The Headteacher/Chair will inform the complainant as soon as practical should a longer timeframe be required.

#### Stage 3: Complaint Heard by Governing Body's Complaints Appeal Panel

Complainant should write to the Chair of Governors c/o the Clerk to the Governing Body at [ejahn@redlandgreen.bristol.sch.uk](mailto:ejahn@redlandgreen.bristol.sch.uk).

The Clerk will acknowledge receipt of the complaint within 5 working days.

The Chair will ask the Clerk to convene a Governors' Appeal Panel if appropriate, to hear the appeal within 20 working days from receipt of the complaint.

The Governors' Complaints Appeal Panel will provide a written response within 10 working days of the appeal hearing.

The Chair of Governors/Clerk will inform the complainant as soon as practical should a longer timeframe be required.

#### Stage 4: Right of Appeal to the Secretary of State for Education

The Complainant should refer the complaint to the Secretary of State for Education. Further details can be found at <https://www.gov.uk/complain-about-school>.