

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/ParentsArea/Contact-Details/> and email them at either the address given or at 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 clerk@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 clerk@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 clerk@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 clerk@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>.