



Red Rose School Cardiff Limited

Complaints Policy and Procedures

Policy Details
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Person responsible for review: Huw Pockett

Red Rose School prides itself on the quality of the teaching and pastoral care provided for its pupils. However, if complaints do occur, it is expected that complaints are treated seriously by the School in accordance with this procedure.

There were no complaints registered under this policy / procedure in the 2023 - 2024 academic year.

Introduction

Stage 1 - Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

If the complainant has a complaint they should normally contact the school through the appropriate Class Teacher. In most cases, the matter will be resolved straightaway by this means to the complainant's satisfaction. If the Teacher cannot resolve the matter, it may be necessary for the complainant to consult the Head Teacher.

Concerns relating to child protection must be referred directly to Designated Safeguarding Lead, Michael O'Donnell and in his absence either Hayley Larcombe or Huw Pockett.

The Teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 7 working days or if both parties fail to reach a satisfactory resolution then the complainant will be advised to proceed with their complaint to the next stage of this procedure.

Stage 2 - Formal Resolution

If the complaint cannot be resolved on an informal basis, then the complainant should put their complaint, in writing using the complaint form, to the Head Teacher, or in their absence Hayley Larcombe (Assistant Head Teacher) who will decide, after considering the complaint, the appropriate course of action to take.

In most cases, either the Head Teacher or Hayley Larcombe will meet with or speak to the complainant concerned, normally within 7 working days of receiving the complaint, to discuss the matter. If possible, an agreement will be reached at this stage.

It may be necessary to carry out further investigations. The school will keep written records of all meetings and interviews held in relation to the complaint.

Once the 'School' is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and the complainant will be informed of this decision in writing. The 'School' will also give reasons for the decision.

If the complainant is still not satisfied with the decision, they should proceed to the final stage of this Procedure.

If a complaint is regarding the Head teacher or Hayley Larcombe themselves, and the complainant does not wish to raise this matter with either of these individuals directly, the complainant will be encouraged to raise their concern with the Proprietor (Huw Pockett) or with the relevant Local Authority.

Stage 3 – Independent person review

If the complainant seeks to invoke Stage 3 (following a failure to reach an earlier resolution), the complaint will be referred to a person independent / separate to the day to day operation of the school commissioned by and independent of Red Rose School or a member of the relevant Local Authority) to review its content, previous findings and to make recommendations. Not all complaints have an automatic right to be escalated from stage 2 to 3. If the complaint is refused escalation then the 'School' will write to the complainant outlining the reasons for denying its escalation. Should the complaint be escalated to stage 3; the person acting independently will hear the complaint as part of a panel of 3 people.

This Person(s) involved by Red Rose School to review the complaint at this stage, will not directly be involved in the matters detailed in the complaint. The Person(s) will acknowledge the complaint and, if appropriate, schedule a hearing to take place as soon as practicable and normally within working 14 days.

If the Person(s) deems it necessary, they may require that further particulars of the complaint or any related matters be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 3 working days prior to the hearing.

Parents / Carers 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. The purpose of the accompanying person is to provide support, rather than to provide input into the process itself.

If possible, the Person(s) will resolve the complainant's complaint immediately without the need for further investigation.

Where further investigation is required, the Person(s) will decide how it should be carried out. After due consideration of all facts they consider relevant, the Person(s) will reach a decision and may make recommendations, which it shall complete within 7 working days of the Hearing. The Person(s) will write to the complainant informing them of its decision and the reasons for it. The Person's findings and, if any, recommendations will be given in writing to the parents and the 'School' and where relevant, to the person complained about.

Written records of all complaints will be kept indicating whether they were resolved at stage 1, 2 or 3. The complainant can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school; where disclosure is required during school inspection; or where any other legal obligation prevails.

N.B. For the purposes of this document, a 'working day' falls between Monday and Friday.

Complaint form

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned. If you are a pupil the school will help you complete this form, will explain it to you and will give you a copy of it when it is completed.

A. Your details

Surname:

Forename (s):

Title:

Address and postcode:

Daytime phone number:

Mobile phone number:

e-mail address:

How would you prefer us to contact you?

B. If you are making a complaint on behalf of someone else, what are their details?

Their name in full

Address and postcode

What is your relationship to them?

Why are you making a complaint on their behalf?

C. About your complaint (continue your answers on separate sheets of paper if necessary)

C.1 Name of the school you are complaining about.

C.2 What do you think they did wrong or did not do?

C.3 Describe how you have been affected.

C.4 When did you first become aware of the problem?

C.5 If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before.

C.6 What do you think should be done to put matters right?

C.7 Have you already put your complaint to a member of staff? If so, please give brief details about how and when you did so.

Signature of complainant:

Date:

Signature if you are making a complaint on behalf of someone else

Signature:

Date:

Please send this form and any documents to support your complaint to:

The Head Teacher, Red Rose School, Allensbank Crescent, Cardiff, CF14 3PR

Official Use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

Pupil Complaints Leaflet

As a pupil you can make a complaint about any matter concerning your school. By law your school must have a procedure for dealing with complaints from many people including parents and pupils.

Where to find the Complaints Procedure

If you want to make a complaint ask a member of staff for a copy of your school's complaints procedure. It will explain how you go about making your complaint. You can also ask the person named in the procedure as a contact point to find someone to help you make your complaint and guide you through the process.



Some things you could complain about are:

- an event – such as a school trip
- anything about your school life – such as homework, school uniform
- school services – such as school meals or the school bus service
- the behaviour of an individual(s) – for example another pupil or member of staff

- something that affects you as a pupil – such as bullying
- something that has happened outside school but which is connected to the pupils on a school bus or in the street.



Privacy

All complaints will be kept private. This means that normally it will not be discussed with anyone without your consent. However there are some circumstances where a complaint has to be shared with other people, especially if it means you or another child is in danger of being hurt. If this is the case this will be explained to you.