



BCA Complaints Procedures

Any complaint by a student, parent or teacher against any other member of the school community must be channelled correctly and put in an acceptable way to be treated objectively and with respect towards the people involved.

It is clear that to be constructive, complaints about the running of the school should be made to the appropriate person in the school and should not be expressed outside the school where such comments can damage the school and its employees and pupils.

There are specific procedures for each of the following: 1) suggestions to improve the running of the school; 2) complaints about the running of the school; 3) complaints about individual members of the school community.

1) Suggestions to improve the running of the school

- Suggestions from parents, students and staff to improve the running of the school will all be given due consideration.
- Suggestions can be made verbally or in writing to the appropriate person: the students should make their suggestions via their representatives. Parents should make their suggestions to the Head of Section or to the Headteacher and the teachers should use their weekly staff meetings or in their daily contact with the school management.
- Once made, the suggestions will be passed to the relevant person(s) for their consideration and acceptance if considered appropriate.

2) Complaints about the running of the school

- Parents who wish to complain about an aspect of the way the school is run should do so in writing to the Headteacher. If a meeting is requested to discuss the complaint it will be dealt with at that time. If no meeting is requested the written complaint will receive a written reply from the school management.
- Pupils can register their disapproval of a school rule or the running of the school to their tutor or their representatives.
- Teachers and other school employees can register their complaints in the same way as the parents.

3) Complaints about individual members of the school community.

- Any complaints about individual members of the school community should be sent, in writing, to the school management. (Complaints by a student directed at another pupil can be made to the tutor of the student who wishes to make the complaint.) The Headteacher will

investigate the accusation making the necessary enquiries to be able to respond to the specific content of the complaint. The Headteacher's reply is definitive and binding.

- Informal complaints can be made to the Headteacher verbally in the first instance but she will request the complaint in writing if an investigation is required.

Issues which arise which affect a specific group of parents (for example, the parents of a specific class) can be brought to the attention of the school's management in writing, signed by all the members of that specific group, or signed by a designated representative or representatives assigned to deal with the issue. Within a short time scale, and following the enquiries which the management feels necessary, the members of the group or their representative(s) will be given a reply to the complaints or enquiries made.

- Under no circumstances will anonymous complaints be given any consideration.

- Complaints against the Headteacher must be sent to the Chair of the School Board in writing. The Chair will decide, in consultation with the Board, the subsequent procedure to follow.

4) Appeals against a decision by the Headteacher

Any parent or employee who wishes to appeal against a decision made by the Headteacher in response to a formal complaint can appeal to the School Board. The appeal must be made in writing.

Signed: *L Mason-Jones*

Position: Headteacher

Date: September 2018

Policy to be reviewed: May 2020

