



## **COMPLAINTS PROCEDURE (Parents and carers).**

### **Making your concerns known.**

We need to know if you are uneasy about any aspect of the school's provision, especially in relation to your own child. We cannot deal with problems if you do not tell us about them. Complaints need to be considered, and resolved, as quickly and efficiently as possible. Our complaints procedure outlines the different stages of the process and what the expectations are at the end of each stage.

### **Stage 1**

Your complaint or concern should be discussed with your child's teacher or teaching assistant. Most difficulties are resolved at this stage. If you are not able to come into the school you can also put your concerns in writing to the member of staff most immediately involved. However, if the issue is not resolved you should refer your concerns to the Head of Development.

### **Stage 2**

Your complaint will be heard by the Head of Development at an informal meeting and hopefully resolved at this stage. You may bring a friend to accompany and support you at this and any subsequent meetings. The Head of Development will investigate and respond to your concerns. However, should you still be dissatisfied, you should move to stage 3 of our procedure, as described below.

### **Stage 3**

All complaints at this stage need to be addressed in writing to the School Manager, Bright Futures School, at the address below. The School Manager will investigate your concerns and reply to you in writing. The School Manager will aim to respond to your complaint within 10 working days from the receipt of your letter.

### **Stage 4**

If you feel the School Manager's response has not satisfactorily addressed your complaint, you can request that the Directors of Bright Futures School Limited arrange a formal hearing of your complaint. A panel of 3 persons including at least two persons with no immediate connection to Bright Futures School Limited and all of whom have no

previously involvement with investigating your concerns will hear your complaint. This panel will consider evidence submitted by you and by the school. The panel will be convened within 15 working days of receipt of your complaint. The Chair of the panel will write to you outlining the decision of the panel within 5 working days of the hearing.

### **Stage 5**

In most cases the decision at stage 4 is the final stage in the consideration of your complaint. However, if you feel that the school staff and Company Directors have not dealt with your concerns to your satisfaction, and you have gone through all the stages mentioned above, you can telephone or write directly to the Department for Education. Guidance on school issues can be obtained from Department for Education public enquiries (0870 000 2288).

You may be advised to take your complaint to the Department for Education or to Ofsted in which case you should do so in writing. You will be guided on the address to which your letter should be posted or sent by email and on the process that might then follow.

DM. Updated February 2013.