



Ingleby Manor Free School & Sixth Form Complaints Policy

Adopted:	July 2014
Reviewed date:	September 2016
Review date:	September 2017

Introduction

All schools should provide good service to and have good relationships with pupils, parents and the community. It is therefore important that when a parent (or other member of the local community) has a problem with what someone at our school has done, or failed to do, the issue is resolved as promptly as possible.

The Procedure

- As a school we know it is important to you that any issues raised with us are considered and dealt with promptly – we will do our best to respond to any complaint within 3 working days
- Many complaints can be successfully dealt with in an informal manner by a conversation with a child's teacher or mentor and we would encourage parents to seek to resolve issues in this way wherever possible
- If you wish to make a formal complaint in writing you can do so by: email marking the correspondence "Formal Complaint" and addressing to the Office Manager via info@inglebymanorschool.org.uk or letter marking the envelope "FAO Office Manager", Ingleby Manor School & Sixth Form, Welwyn Road, Ingleby Barwick, Stockton on Tees, TS17 0FA.
- If you are not satisfied with the response to a written complaint, we will establish a hearing before a panel appointed by the proprietor (SPTA) of at least three people who have not been directly involved in the matters detailed in the complaint to be held within 5 working days of your indication that you are not satisfied with our initial response to your written complaint or as soon as is practical for you to attend thereafter. You are welcome to be accompanied at any such meeting if you so wish
- Where there is a panel hearing of a complaint, one person on the panel will be independent of the management and running of the school
- The panel will make findings and recommendations - a copy of the findings and recommendations will be:
 - provided to the complainant and, where relevant, the person complained about and
 - available for inspection on the school premises by the proprietor and the Principal
- Written records will be kept of all complaints, indicating whether they were resolved at the preliminary stage or whether they proceeded to a panel hearing
- All correspondence, statements and records of complaints will be kept confidential and securely stored.

Reporting Complaints to the Education Advisory Board (EAB)

The Principal will report annually on the number of complaints that have been received in writing and dealt with by the appropriate Committee in the previous school year.