



## KEREM SCHOOLS Complaints Procedure Updated December 2008

At Kerem Schools, we aim to have a close relationship with parents. From time to time, parents have matters which cause them concern. The following procedure has been devised with the intention that it will:-

- Usually be possible to resolve problems by informal means
- Be non adversarial
- Be straightforward
- Provide confidentiality
- Allow problems to be handled swiftly
- Address all the points at issue
- Modify future practice so that problem is unlikely to recur

Teachers are happy to discuss any concerns either on the telephone or meetings. Any discussions held via telephone will be regarded as informal. Teachers make themselves available during the week to discuss any issues relating to pupils in their class subject to making a mutually convenient appointment. It is our policy to resolve matters as quickly as possible and in a way that will be in the best interest of the pupil.

In the event of a complaint the following procedure should be undertaken:

- In the first instance the matter should be discussed with the class teacher and/or other staff member involved. An appointment should be made in order that undivided attention can be given. A record of the meeting will be made and this record should be kept on the pupil's file in locked filing cabinets in the office.
- If there are unresolved concerns, an appointment should be made with the Head Teacher. This meeting may also involve the class teacher. A record of the meeting will be made and kept on file. This will also note any immediate or subsequent action taken.
- If matters are still not resolved and they relate to educational (teaching or curriculum) issues then
  - the Chairman of the Education and Staffing Committee can be contacted.
  - If the matter is not resolved by the Chairman of the Education and Staffing Committee then the Chairman of the Governors may be contacted.

All Letters should be addressed to the Chairman of the Governors, Kerem School, Norrice Lea, London N2 0RE.

- If the matter is not educationally related then the Chairman of the Governors may be contacted. Letters should be addressed to the Chairman of the Governors, Kerem School, Norrice Lea, London N2 0RE.
- If parents are still not satisfied with the response, a further letter should be written to the Chairman requesting that a panel investigate the matter. The Chairman will appoint a panel consisting of at least one person independent of the management and running of the school. This panel will aim to investigate the matter within one month. This may involve a panel meeting. Parents and staff members attending a hearing may be accompanied if they wish.
- The panel will record findings and recommendations, which will be distributed to the complainant, all Governors, Head Teacher and where relevant, the person or people complained about.
- In the event that the complaint relates to suspected abuse by a teacher towards a pupil then the Head Teacher should be contacted directly.
- In the event that there is a complaint relating to a Head Teacher, the Chairman of the Governors should be contacted directly.
- In the event that there is a complaint that the nursery is not complying with the National Standards, complaints can be addressed to Ofsted who can be reached at [www.ofsted.gov.uk](http://www.ofsted.gov.uk) or on 0845 6014771.