**Complaints Statement of Intent**

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**Ratification Date:** January 2019

**Review/ Renewal Date:** January 2022

**Statement of Intent**

All schools within the RISE Alliance aim to work in partnership with parents and carers in the best interests of the children.

It is the Statement of Intent of all schools in the RISE alliance that, any concern or complaint will be given careful consideration and will be dealt with fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

Specifically,

* **Awareness**

Members of staff need to be clear about the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints.

* **Initial Concern**

If a parent/carer feels that a concern has not been solved through discussions with the class teacher, or that it is of a sufficiently serious nature, then an appointment to discuss it with the Headteacher should be made. The parent/carer should indicate that the appointment is regarding a complaint.

* **Dealing with Complaints**

Where a matter is more serious or else an informal approach has failed to resolve the issue, the complainant should be advised that they may raise a formal complaint, which should be done **in writing using the specific schools’ complaints form**.

* **Time Limits**

Complaints will be considered and resolved as quickly and efficiently as possible. The individual school procedure will set out time limits for each stage; however, where further investigations are felt necessary, new time limits will be set and the complainant advised of the new deadline and the reason for the extension.

* **Stages of Complaints**

Each school’s stages of complaint are laid out in their own school’s Complaints Policy.

**N.B:** If deemed necessary by the Head and Chair of Governor at a RISE School consideration should be given to requesting that independent governors populate the complaints panel from within the other RISE schools.

* **Governors**

If any Governor is contacted directly by a parent regarding a complaint then that Governor will refer the parent to this complaints procedure. Individual Governors cannot act unilaterally by investigating a complaint or making any prior judgement about it. The Governor can only refer the parent to the class teacher, the Headteacher or the Chair of Governors as appropriate.

**Addendum**

Each school within the RISE will operate their own administrative procedures in respect of the above Statement of Intent.

If the need arises, this Statement of Intent will be subject to review prior to the renewal date indicated at the start of this Statement of Intent document.

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| Rise Schools |  | Version Control | | |
| Cadbury Heath |  | V 1.0 | Mervyn George | 7th September 2018 |
| Courtney |  | V 1.1 | Mervyn George & Steven Searle | 1st October 2018 |
| Longwell Green |  |  |  |  |
| New Horizons |  |  |  |  |
| Redfield Edge |  |  |  |  |