

Maiden Erlegh Trust

Maiden Erlegh School in Reading

Complaints Policy

b o o b b b b o b b b b b b b ob b
db db b b b o b b o o bo b b
bo i b db bob o

Procedure

- b o b db o b
- b bo b b o
- b o b b bo o b b
- b o db b b b o l o o o b b
- b b b o

Time Limits

b b b o b db db b bo bob b b o b b bo b ob
b
b
b o b db o b b b b b b b b b b b b b b b b b
bo o b o b b b b b b b b b b b b b b b b b b b

where a time limit cannot be complied with, the School will write to the Complainant within the specified time limit, setting out the reasons why the time limit cannot be complied with, and confirming the new time limit which will apply

Complaints against the Headteacher

bo Stage 2 b b b bo b o l D bo o b b b
D bo o db b b bo Stage 3 b b b bo b T b o l
D bo o

Complaints against the Chair of Local Advisory Board

bo Stage 2 o l o c o b b b bo bo b
Cb b b b ob Cb b T b o l D bo o db b

late Complaints

Stage 3

reasonable and fair to do so, having regard to the circumstances surrounding the complaint

if it appears

Ob b

b ob

Ob

school days

not

ten

Anonymous Complaints

Data Protection Act 1998 and Freedom of Information Act 2000

Resolution Principles

b bo may b o o b o bo o b o b b d o b bo b
bo
• b
•
• Cb o b b bb ib db b db o b b b b b
• Cb o b b bo ib db b b o b db b

Outcome Principles

- b db b b b db b b
- b b b b o b b b
- b b o o b o b b b b db b
Details of any disciplinary action or sanctions to be taken against a member of staff are strictly confidential and cannot be disclosed.
- b bo bb b b b b o bo b o b db db
b o b **Details of any disciplinary action or sanctions to be taken against a member of staff are strictly confidential and cannot be disclosed.**

Retention of Records

o b db o b b b o b o b o b b b b db b db b b b db b
Cb o b o b b b b b b b b b b b b db b b b db b
b b o b o b o b o

Confidentiality

odb b b b db o db b o o bo bib bob b b b
bdb b db b b b db o b b o o bo bob o b b
Cb b b ob Cb

Publication

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o o b b o b b o b bo o

Stage 1: Concerns and Difficulties

1. Concerns:

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b b b o b b b o b o d o b b o d b
b b b o b o b ob b o bo o

2. Notification:

- Education issues

b i b b o b b o b o b b o b b b b o

- Pastoral care

b o b o b o b b b o o o b b i

- Disciplinary matters

b b b o b o b o b i b o b b b o b b o b

- Financial and administrative matters

b o b b b d b b b o o b o b o b o

- An issue with a specific member of staff

d b b b b o o d b b b o b b o b b o b b

b o l b b o o b b b o b b o b o o b b

b b b o o b o b d b c b b b o b o l b b o b

b b b o o b o b b b c b o o b

b b b o o c b b b o b b b o b o b

b b b o o c b b b o b b b b b o b b b

b b o b b b o b o b b o b b o

o b o b o b b o o b o

13. Outcome

twenty school days

five school days

14. Delegation

Stage 4: Complaint Panel Hearing

15. Notification

five school days

16. The Complaint Panel

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Referral to the Education Funding Agency

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b b ob Ob o o

This form should be used if you wish your complaint to be dealt with at Stage 2 of the Complaints process. Please complete and return to the School who will acknowledge receipt and explain what action will be taken.

o b	b b
oCb b	b K o
d b	b b b b bo
	b b b bo
b b b bo b b b b	
d b o b	
b d i b b d b o ob b	
b i b d b	
bb d b b o b b	
d bo a b b b b	
Signature:	Date:
<i>Date Acknowledgement Sent:</i>	
<i>Name of Person Complaint Referred To:</i>	
<i>Signature:</i>	<i>Date:</i>

Ob b b b ob Ob