

Aidanfield Christian School

Board of Trustees

Legal Responsibilities Policy Procedures for:

Concerns & Complaints

“How Parents May Communicate Their Concerns” Pamphlet

This procedure is designed to help all in the school community understand what to do if there is a concern about some aspect of the school.

The school encourages open communication and prefers that issues are talked through in an open and constructive manner rather than discussed in the community as gossip.

True to our biblical foundations and expressed values we encourage all issues to be first addressed to the person to whom the concern relates. If a suitable conclusion is not reached then going to the next level is encouraged as outlined below.

Parent Complaints

If the matter involves a classroom programme or a teacher, the following steps are to be followed:

1. The parent should write a note or phone the teacher concerned at school with a view to making a time to discuss the concern.
2. The parent needs to inform the teacher before the meeting what the concern is about.
3. It is hoped that the concern can be resolved by open discussion between the parent and the staff member. If appropriate, either the staff member and/or the parent may invite a support person to the meeting.
4. The parent shall provide feedback to the teacher as to whether they are satisfied or not, to ensure the problem is settled.
5. If the issue is not resolved, the parent (or teacher) should contact the relevant Head of School and communicate a full account of the concern and developments to that point.
6. The Head of School will ensure the concern is addressed, and will give an account of how it was addressed to the parent.
7. If the matter is still unresolved then the parent (or teacher) should approach the Principal who will investigate the issue and advise on the next course of action.

Complaints against a Senior Leader in the School

If the concern is with School Senior Management (i.e. Principal, Head of School), these steps are to be followed:

1. The parent will contact the person who they have an issue with to arrange a time to discuss the concern.
2. If the concern is not resolved through discussion, the parent should contact the Principal or Chairman of the Board if it is the Principal with whom the issue lies.
3. The Principal or Board Chairman will ensure the concern is addressed, and will give feedback of how the matter was addressed to the parent.

Complaint involving School Policy or Procedure


If the concern is over a School policy or procedure, the parent is to write a letter to the Principal outlining their concern. The Principal will, in the first instance, discuss the matter with the Chairman of the Board then, if appropriate, bring the matter to a full Board meeting.

The Principal will write to the parent describing the outcome of their complaint.

At the Conclusion of a Complaint

It should be noted that all parties within the school should and will endeavor to be fair and to listen to concerns. In doing this, there is a commitment to resolving any issues raised. On occasion it may be that the outcome of a complaint is not satisfactory to the person bringing the complaint. It should be noted that bring a complaint is not a guarantee of gaining a desired outcome. The school reserves the right to make decisions that it feels are in the best interests of pupils, staff and parents.

signed.
Adopted on:



Date for Review:

12.6.17

