



Complaints Procedure

1. Our aim is to ensure that parent/carer and student concerns are addressed promptly and resolved informally wherever possible.
2. We value feedback from parents/carers and students as we strive to improve our practice.
3. If a student has a problem at School the first step should be to try and sort it out through an informal discussion with the appropriate member of staff. If there is a concern about a student's welfare or if there are general concerns about the student's overall progress then the tutor or Head of House is the appropriate person. If the student is having problems with their learning in a particular subject then the subject teacher or head of subject or faculty is the appropriate person to contact.
4. If the student wishes to make the complaint directly, they should always approach their tutor or their Head of House.
5. Members of staff will usually be in the classroom during the day, but a parent/carer can leave a message with details of their concern with the Pastoral Administrator (via the main switchboard), asking for someone to get back to them.
6. If the parent/carer would rather email the School (enquiries@smrt.bristol.sch.uk), giving details of the student's name and tutor group and with details of the concern, the School will acknowledge this and forward it on to the most appropriate person.
7. If the parent/carer is not satisfied with the response, they can contact one of our senior leadership team, i.e. an assistant headteacher or a deputy headteacher. The parent/carer should contact the main switchboard to arrange a meeting or a telephone conversation with the appropriate senior member of staff.
8. Where it is not possible to resolve a problem informally, the complainant may wish to make a written complaint. This should be sent for the attention of the Headteacher's PA who will ensure that it is directed appropriately (or the Clerk to the Governors if the complaint is about the Headteacher). Any letter should include what steps have already taken to resolve the issue informally and how the parent/carer or student would like to see the problem resolved.
9. The School will reply to any complaint within 15 school days. Where further investigations are necessary, new time limits can be set and the complainant will be sent details of the new deadline with an explanation for the delay.
10. A more formal procedure will need to be invoked when initial attempts to resolve the issue are unsuccessful and if the parent/carer or student remains dissatisfied and wishes to take the matter further.
11. Some complaints about educational issues are dealt with in a slightly different way. There are special arrangements in law if a parent/carer wants to appeal about the following:
 - Admissions to school
 - Exclusions from school
 - Special education provision with regard to Statements

Set procedures must be followed for each of the above. Relevant policies are published on the School website. A paper copy can be requested from the Clerk to the Governors, c/o the School.

12. Should a member of the school leadership team not be able to resolve a parent's/carer's concerns after they have met with them face-to-face, then the complaint should be put in writing to the Headteacher.
13. If the complaint still cannot be resolved, the next stage is to approach the governing body of the school, as the Headteacher is directly accountable to the governing body of the School, and not to the Local Authority.
14. All complaints to the governing body must be in writing and will be acknowledged within 15 school days. Where further investigations are necessary, new time limits can be set and the complainant will be sent details of the new deadline with an explanation for the delay. Full details for the procedure carried out by the Governing Body can be obtained by contacting the Clerk to the Governors, c/o the School.
15. The Governing Body will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of this procedure and make changes where necessary.
16. When a parent/carer has exhausted the School complaints process, if they feel that the School has acted unreasonably or not followed the correct procedures in relation to their complaint, they should refer to the Bristol Local Authority website to decide whether their complaint is most appropriately dealt with by the Bristol Children and Young Peoples Services complaints department, the Department for Education or Ofsted. Note that Ofsted cannot deal with complaints about matters relating to an individual child.