

# NEWBOLD SCHOOL

## Grievance Procedure for parents

*Reviewed December, 2021 by Mrs J Crissey*

*Ratified by Newbold School Board of Governors January 2022*

A grievance is anything that you perceive it to be; there is no definition for a grievance and only you as an individual can determine whether or not you feel aggrieved.

It is advisable, in the first instance, to try and resolve the problem informally with the person with whom you have the grievance.

**Stage One:** If the matter is not resolved informally, you should raise the matter in writing with the class teacher or supervisor of the staff member in question. If the grievance is with the teacher or supervisor, you should refer to Stage Two of the grievance procedure.

The teacher or supervisor will deal with your grievance as quickly as possible and you can expect to receive a verbal response within a short period, and a written response to your grievance within 1 week.

**Stage Two:** If the matter is not resolved at Stage One or the grievance is about the teacher or supervisor, you should raise the matter in writing with the school's headteacher. You can normally expect to receive a verbal response within a short period, and a written response to your grievance within 1 week.

**Stage Three:** If your grievance has not been resolved at Stage Two you have the right to raise the matter with the Newbold School Board of Governors. To do this you must inform the Chairperson (Pastor T. Thomas), in writing, and formally request that your grievance is brought to the attention of Newbold School Board. A panel will be formed by the School Board, headed by the Chair, with at least three persons present who have not been directly involved in the matters detailed in the complaint. One person at least should be independent of the management and running of the school.

Your grievance, along with any supporting documentation submitted by yourself and any other relevant information/evidence brought to the attention of the Chair during the course of Stages One and Two will be presented to the Panel. You will be given the opportunity to present your grievance at this meeting, and may be accompanied if you wish, although you will not be able to remain during any deliberations that may take place following your presentation.

It is within the discretion of the management to call any individual to assist in the discussion.

Findings and recommendations of the Panel will be drawn up, and copies issued to the complainant, the School Board, the Headteacher, and where relevant, the person/s complained about. Where the severity of the complaint is a Safeguarding issue, this should be reported to the LADO (Local Authority Designated Officer).

Written records are kept of all complaints, indicating whether they have been resolved at the preliminary stage, or whether they have proceeded to a Panel hearing.

All correspondence, statements and records of complaints are kept confidential.

A copy of the school's complaints procedure is available from the school office,

## **NEWBOLD SCHOOL**

### **Information for Parents/Carers**

#### **School Address:**

*Popeswood Road*  
Binfield, Bracknell, Berks  
RG42 4AH

**Telephone:** 01344 421088

**Email:** [headteacher@newboldschool.co.uk](mailto:headteacher@newboldschool.co.uk)

#### **Chair of School Board**

Pastor T Thomas  
c/o Newbold Church,  
St Mark's Road, Binfield, Bracknell, Berks  
RG42 4AN  
Telephone: 01344 401792

#### **Parent organisation**

SOUTH ENGLAND CONFERENCE OF THE  
SEVENTH-DAY ADVENTIST CHURCH  
25 St John's Road  
Watford, Herts  
WD17 1PZ  
Telephone: 01923 232728  
Fax: 01923 250582  
Website: [www.secadventist.org.uk](http://www.secadventist.org.uk)

#### **Director of Education**

Mrs G Abbequaye  
Education Director  
British Union Conference  
Stanborough Park, Watford  
WD25 9JZ  
Telephone: 01923 672251

# **NEWBOLD SCHOOL COMPLAINTS PROCEDURE**

## **A formal complaint may be made to:**

- The Headteacher or
- The Chair of governors if the complaint is about the Headteacher

## **Recording the Incident**

As soon as the complaint is made the complainant will be asked to write a written statement of what took place. The written statement should be made as soon as possible and normally within 10 days after the incident has taken place.

## **The Investigation**

Once a formal complaint has been made the Headteacher/Chair of Governors will arrange for an investigation to be carried out. This will be done by a committee selected from Board members if a complaint is made to the Chair of Governors. If the complaint is made to the Headteacher, investigation will be carried out by the Headteacher in consultation with the Chair of Governors.

Once the investigation has been completed, a written report of the findings will be made to the complainant detailing the conclusions and recommendations of the investigator.

## **Concluding the formal procedure**

The headteacher/Chair of Governors will meet with both parties to discuss the findings of the investigation and this will be put in writing to both parties.

Headteacher - Mrs J Crissey

Newbold School Chair of Governors - Mr R Anthony