NEWBOLD SCHOOL

COMPLAINTS/GRIEVANCE POLICY

Reviewed Summer 2026 by J Crissey & M Jennings
Ratified by Newbold School Board of Governors October 2026
Next review Autumn Term 2027

Introduction
Newbold School values the good relations it enjoys with parents, pupils and the community. These good relations are based on mutual respect and a willingness to listen to others' points of view. The purpose of this procedure is to provide a structured opportunity to express and resolve concerns and thus to improve the provision for pupils.

Rationale*:* At Newbold School we aim to ensure all parent queries and concerns are dealt with as quickly and effectively as possible. This policy applies to all complaints raised

Initial Concerns (Stage 1)
(See above information for Admission's appeals)
Problems and concerns are dealt with, as promptly as possible, at the first point of contact, which is generally informal at this stage. At Newbold School, the order of raising a concern or query, with regard to your child, is to speak to the class teacher. If the class teacher is unable to resolve the concern then it may be passed onto a member of the school's senior leadership team for investigation.

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/complaint 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.

Formal Complaints - Stage 2
If the complaint 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.

If, following this, the complainant is still not satisfied, then the complaint should be raised with the Chair of Governors Pastor D McCormac, who will respond accordingly in writing after investigating the concern.

Formal Complaints - Stage 3
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 D McCormac), in writing, and formally request that your grievance is brought to the attention of Newbold School Board.

If the Chair of Governors deems appropriate, he may ask for the complaint to be heard by the governing body complaints panel. 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.

Please note, this stage only happens in exceptional circumstances if it is clear that a complaint cannot be satisfactorily resolved otherwise.

Complaints Panel
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. 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.

Copies of all the relevant documentation will be provided to the panel at least 5 days in advance of the agreed date for the hearing. All parties involved may be accompanied by a representative or friend and may call witnesses. A hearing is not a court case and should be conducted in an informal way enabling all parties to feel comfortable when presenting their case. The panel will ask all parties to present their case and may ask questions. Following on from the hearing the panel will withdraw to make a decision on the findings and make recommendations on how to move forward. These will be put in writing and copied to all parties involved. If a complaint

is to be investigated by a panel of governors the whole **procedure should be undertaken within 40 days** to ensure swift resolution.

Complaints Coordinator
The school has a nominated complaints coordinator, Mrs Crissey. She will keep a complaints log and also ensure any complaints brought to the school's attention are directed to the appropriate person for resolution.

The complaints process

- If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience, most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.
- Where parents or carers feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher. The Headteacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- Should any parents or carers have a complaint about the Headteacher, they should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the school, but if parents or carers are unhappy with the outcome, they can make a formal complaint, as outlined below.
- Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The parent should send this written complaint to the chair of governors.
- **The governing body must consider all written complaints within three weeks of receipt**. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. **The school gives the complainant at least five days' notice of the meeting.**
- After hearing all the evidence, the governors will consider their decision and inform the parent about it in writing. The governors will do all they can at this stage to resolve the complaint to the parent's satisfaction.

- If the complaint is not resolved, a parent may make provision for a hearing before a panel appointed by, or on behalf of, the proprietor and consisting of at least 3 people who were not directly involved in the complaint.
- One panel member should be independent of the management and running of the school.
- The parent may be accompanied at the panel hearing if they wish.
- The panel is to make findings and recommendations and a copy of those findings and recommendations is provided to the complainant and where relevant, the person complained about. This should remain available for inspection on the school premises by the proprietor and the headteacher.
- A written record is kept of all complaints that are made whether they are resolved following a formal procedure, or if they proceed to a panel hearing.
- A record of any action taken by the school as a result of those complaints (regardless of whether they are upheld).
- All correspondents' statements and records relating to individual complaints are to be kept confidential, except where the Secretary of State or an inspecting body under section 109 of the 2008 Act requests access to them.
- 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).

If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education and Skills and Ofsted.

Ofsted contact:
To contact by email
enquiries@ofsted.gov.uk
To call:
0300 123 4234 about education or adult skills
0300 123 4666 if you want to make a complaint or have a concern about any service Ofsted inspects or regulates (8.00am to 6.00pm)
0300 123 1231 about children's services or any other aspect of our work
0161 618 8524 for textphone/Minicom users
0300 123 3155 is the number for our whistleblowers' hotline currently being piloted. However before you call please read the whistle blowers page.

These helplines are available from 8.00am to 6.45pm, Monday to Friday.

To write, it's: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Monitoring and review
The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher will log all complaints received by the school and record how they were resolved. When the complaints log is active, governors will examine this log on a termly basis. They will ask in each Board of Governors' meetings if the log is active.

Child Protection Complaints
Any complaints regarding child protection issues are handed over to the Designated Safeguarding Lead (Mrs Crissey) and dealt with in line with our Child Protection & Safeguarding policies and all records of complaints and actions taken are kept for at least 3-25 years.

Admissions Appeals:
If your child has been refused a place and you would like to appeal this decision, you may write to the headteacher stating your reasons. The headteacher will consider your appeal and respond to you within 2 weeks. If you are still dissatisfied, you may write to the Chair of Governors. (Please refer to the School's Admissions Policy for further information).

Advice to parents

Introduction
Often parents and other members of the public would like Newbold School to know their views. Sometimes there are meetings when this is possible. On other occasions, a personal comment is more appropriate. Communication, written or spoken, is valued as part of the partnership between home and school. Cooperation between parents, staff and governors leads to a shared sense of purpose and a good atmosphere at Newbold.

Should I pay a compliment?
Certainly, we at Newbold School are always pleased to learn things have gone well and compliments are appreciated.

Should I tell them my concerns?
Definitely, all members of staff want to know as soon as possible if something concerns you or your child. They can then investigate and give you a response. If need be, they can also take steps to remedy a situation. Misunderstandings can be cleared up. An apology can be given if something is found to be wrong. Everyone benefits from the speedy resolution of difficulties and from suggestions for improvement.

Should I complain?
Yes - if you believe that something is seriously wrong. Your view can then be considered and an investigation can establish whether there is something wrong which needs to be corrected. Our response will be based on the governors' agreed policy and will seek to be fair to all concerned. Writing down your complaint helps to clarify exactly what you are complaining about.

Whom do I contact?
That depends on the particular situation. Often the teacher is able to deal with the matter. More serious problems will require a senior member of staff or the headteacher. Mutual courtesy is to be expected and ensures that things go smoothly. There should always be discussion in the hope of solving difficulties informally. Most problems are solved in this way.

A complaint about the Headteacher goes to the Chair of Governors, Pastor Douglas McCormac.

What if the matter is still unresolved?
It will be necessary to write to Newbold School to inform them about this. In response, the school may invite you to a meeting to talk together about it. The school may arrange for a suitable mediator to be present. After trying all other ways, you may decide to make a formal complaint to the governing body.

What is a complaint?
It is an expression of serious dissatisfaction. This could be about an event which has happened, failed to happen, or the way in which something was handled. Fuller information about Newbold's complaints procedure is detailed in this policy.

Who will deal with my complaint?
At first, school staff will respond, and others may help. If you proceed further with your complaint, a committee of governors (not previously involved with the case) will listen carefully to both sides before reaching an independent decision.

How do I make a formal complaint to the Governing Board?
You submit a copy of your complaint in writing to the Clerk of governors, Mrs J Gungadoo, including a request for a formal hearing. You cannot introduce new or different complaints at this stage. You will receive an acknowledgement within five school days. A meeting will follow, with all the relevant paperwork having been circulated at least five school days in advance to everyone involved. You and the Head teacher will be invited to speak to the committee and to ask and answer

questions. You may be accompanied by a friend, if you wish. The Headteacher may also be accompanied by a friend or professional representative. The committee normally allows witnesses to attend part of the meeting. The Governing Board may decide not to consider a complaint about something which occurred more than six months previously.

What happens next
You will be informed in writing of the committee's decision. If you are not happy with this decision you can ask for an independent panel, appointed by the local authority, to look at all the paperwork involved to see if the decision reached was fair.

Remember
This whole process exists so that your views and the views of others can be heard and so that everyone is treated fairly. You have rights. Pupils have rights. Staff and governors have rights. The aim is that the complaint should be properly and fairly dealt with.

Communications with Newbold School are welcome. The later stages of the complaints procedure are used rarely, but remain part of the process. Services are improved by a positive response to a balance between concerns, complaints and compliments.

This policy will be reviewed annually by the Governing Board, or sooner where changes in legislation, guidance, or school procedures require it.

Information for Parents/Carers

School Address:
Popeswood Road
Binfield, Bracknell, Berks
RG42 4AH
Telephone: 01344 421088
Email: headteacher@newboldschool.co.uk

Chair of School Board
Pastor Douglas McCormac
c/o Newbold School,
Popeswood 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

Director of Education
Mrs L McDonald, Education Director
British Union Conference
Stanborough Park, Watford
WD25 9JZ
Telephone: 01923 672251