



COMPLAINTS PROCEDURE

YAVNEH COLLEGE

COMPLAINTS PROCEDURE

If you are a parent wishing to complain please follow the procedures in section A. If you are an external stakeholder, please follow the guidance in section B.

Section A:

1. Yavneh College (the School) publishes the following guidance for parents on how matters of concern should be raised on an informal basis:

If you have a concern about your child's welfare, your first point of contact is the Head of Year responsible for your child's year group. You can contact them by emailing them via admin@yavnehcollege.org or by writing a letter.

Year 7	Mrs R Gordon
Year 8	Miss G Turnham
Year 9	Mr R Goldstein
Year 10	Mrs R Hircombe
Year 11	Mrs J Rhodes
Sixth Form	Ms L Endelman

If this does not resolve the matter, please contact the Head of Key Stage for your child's year group; Mr Harel, Key Stage 3, or Miss Newstead, Key Stage 4.

If after speaking to the Head of Key Stage you are still not happy, you should contact Rabbi Dr A Davis, Deputy Headteacher.

If you have a concern about your child's progress in a particular subject, your first point of contact is the subject teacher. If this does not resolve the matter, please contact the relevant Head of Department. If the Head of Department fails to resolve your concern, you should contact the member of the Senior Leadership team who Line Manages that department (see appendix 1).

We aim to respond to parental emails, letters and telephone messages within three school days. Please be patient if you do not get an immediate response. There may also be some situations where, for good reason, our 3-day target is not achieved.

If you have a concern or complaint about the management of the school or about a member of staff, please contact the Executive Headteacher. A complaints form is available for you to complete in appendix 2.

Please note that the Chair of Trustees will not respond to parents who attempt to contact her directly instead of following the procedures explained above.

2. The formal Complaints Procedure applies to any matter (other than matters relating to admissions and exclusions which have their own processes) which has been raised with the School as a matter of concern, as described above, but which has not been capable of resolution informally and which the complainant or the School consider should be dealt with on a formal basis.

Yavneh College will not consider anonymous complaints or complaints which refer to circumstances that are older than 3 months old.

3. It is a precondition to the operation of the formal Complaints Procedure that the complainant shall have made all reasonable attempts to seek an informal resolution and shall have acted in relation to the matter in a reasonable and measured way. The Executive Headteacher (unless the complaint is about the Executive Headteacher) shall have a discretion, which will be exercised reasonably, not to allow a complaint to be pursued where this precondition has not been met.

4. The formal Complaints Procedure will be as follows: -

- a) The complainant must put the complaint in writing, addressed to the Executive Headteacher, setting out the facts in full and stating what it is that the complainant considers should have been done or where the School has not met reasonable expectations.
- b) The Executive Headteacher will appoint a member of the Senior Leadership Team, to investigate the complaint. They will report their findings to the Executive Headteacher. The Executive Headteacher will respond to the complaint in writing, within 15 school days of the written complaint being received.
- c) If the complaint is about the Executive Headteacher, it must be raised in the first instance with the Chair of Trustees who will, if an informal resolution cannot be reached, designate a Trustee to investigate in the same way as outlined in steps a) – b) above.

5. If the complainant is not satisfied with the response of the investigator, she/he may request that the complaint be considered by the Complaints Panel of the Academy Trust. They (unless the complaint is about the Headteacher) shall have a discretion, which will be exercised reasonably, not to allow a complaint to proceed to the Complaints Panel if the complainant has not sought to resolve the matter by responding to the investigator's report in a reasonable and measured way. Responses to the investigators report should be addressed to the Executive Headteacher.

- a) The Complaints Panel will comprise at least three people, 2 Trustees and at least one person who is independent of the management and running of

the School and who were not directly involved in the matters detailed in the complaint.

- b) The complainant's request must be made in writing, addressed to the Chair of Trustees, within 10 school days of the response being sent to the complainant and must set out the reasons why the complainant is dissatisfied with the response.
- c) The Chair of Trustees will invite the School to put in writing its response to the complainant's reasons. The School will do this within 15 school days and at the end of that period (whether or not the school has responded) the Chair of Trustees will convene a meeting of the Complaints Panel (the Panel) of the Multi Academy Trust Board ("MAT Board"). That meeting will be held as quickly as practicable given the need to find a date that is reasonably convenient for the complainant, the School and the members of the Panel. Whenever possible, the meeting will be held within 15 school days of the end of the School's response time. At any meeting, the complainant will be entitled to be accompanied by a third party but legal representation will not be allowed.
- d) The meeting will be as informal as circumstances allow. The complainant will have the opportunity to put her/his reasons for dissatisfaction and to enlarge on them but may not introduce reasons that were not previously put in writing. The School will have the opportunity to put its side of things and each side, as well as the Panel members, will be able to ask questions. The complainant will have the opportunity to make final comments to the Panel.
- e) The Panel may make findings and recommendations and a copy of those findings and recommendations will be given to the complainant and the person complained about, where relevant, and the Executive Headteacher. A full copy of the findings and recommendations will be available on the school premises for inspection by the proprietor and the Headteacher.
- f) The Panel will formulate its response as quickly as reasonably possible, aiming to do so within 10 school days, and the Clerk to the Trustees will notify all concerned.
- g) A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing
- h) Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under section 162A of the Education Act 2002 requests access to them.

Section B

External stakeholders wishing to complain must put the complaint in writing, addressed to the Executive Headteacher, setting out the facts in full and stating what it is that the complainant considers should have been done or where the School has not met reasonable expectations.

Yavneh College will not consider anonymous complaints nor complaints which refer to circumstances that are older than 6 months old.

- d) The Executive Headteacher will appoint a member of the Senior Leadership Team, to investigate the complaint. They will report their findings to the Executive Headteacher. The Executive Headteacher will respond to the complaint in writing, within 15 school days of the written complaint being received.

- e) If the complaint is about the Executive Headteacher, it must be raised in the first instance with the Chair of Trustees who will, if an informal resolution cannot be reached, designate a Trustee to investigate in the same way as outlined in steps a) – b) above.

Approved by Personnel Committee: November 2021

Date of next review: November 2022

Complaints Flow Chart

Stage 1 Informal Complaint													
<p>If your concern relates to an issue outside of a specific lesson, your first point of contact should be the Head of Year responsible for your child's year group:</p> <table style="margin-left: 40px;"> <tr><td>Year 7</td><td>Mrs R Gordon</td></tr> <tr><td>Year 8</td><td>Miss G Turnham</td></tr> <tr><td>Year 9</td><td>Mr R Goldstein</td></tr> <tr><td>Year 10</td><td>Mrs R Hircombe</td></tr> <tr><td>Year 11</td><td>Mrs J Rhodes</td></tr> <tr><td>Sixth Form</td><td>Ms L Endelman</td></tr> </table> <p>If after speaking to the Head of Year you are still not happy, you should contact your child's Head of Key Stage; Mr Harel (Key Stage 3) or Miss Newstead (Key Stage 4).</p> <p>If after speaking to the Head of Key Stage you are still not happy, you should contact Rabbi Dr Davis, Deputy Headteacher.</p> <p>We aim to respond to your concerns within 3 school days.</p>	Year 7	Mrs R Gordon	Year 8	Miss G Turnham	Year 9	Mr R Goldstein	Year 10	Mrs R Hircombe	Year 11	Mrs J Rhodes	Sixth Form	Ms L Endelman	<p>If your concern relates to your child's academic progress in a subject, your first point of contact should be your child's class teacher.</p> <p>If your concern relates to your child's class teacher, you should contact the relevant Head of Department.</p> <p>Ms N Gonella – English Mr B Bentley – Maths Mrs L Merrett – Science Mr B Pieters – Computing and Business Studies Mrs E Linton – Performing Arts and D&T Mr A Layton – PE Mrs B Gordon – JS Mrs S Max – Informal Jewish Education Mrs S Fernandes – MFL Mr N Ladd – Humanities</p> <p>If after speaking to the Head of Department you are still not happy, you should contact the member of the Senior Leadership who line manages that department.</p> <p>Mr Cordara – Maths & Creative Arts, Humanities Rabbi Dr Davis – Jewish Studies & Informal Jewish Education, Head of Key Stage & Pastoral Manager Mr Kendler – PE, Business Studies & Economics, Science, Wellbeing Practitioner Mrs Waxman – English, MFL, SEND</p>
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Year 8	Miss G Turnham												
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**Stage 2
Formal Complaint**

If after following the steps above you are not satisfied with the response, you should put your concerns in writing using the form in appendix 2 to the Executive Headteacher. If your complaint is regarding the Executive Headteacher you should write to the Chair of Trustees.

The Executive Headteacher will investigate your concerns and respond within 15 school days.

Stage 3

If after following the steps above, you are not satisfied you should write to the Chair of Trustees to request the matter be considered by a complaints panel. Please put your concerns in writing using the form in appendix 2. Your complaint should be addressed as follows:

Private and Confidential

Mrs J Grose

Chair of Trustees

Complaints can either be posted to the school or emailed to

trustees@yavnehcollege.org

The Complaints Panel will comprise at least three people, 2 Trustees and at least one person who is independent of the management and running of the school.

Stage 1 and 2 of the complaints process must have been followed before the Chair of Trustees is able to investigate.

Complaint Form

Name	
Name of Pupil	
Year Group	
Address	
Telephone Number	
Email Address	
Please give details below of your complaint:	
Date of Incident	
What action would you like the school to take in order to put things right?	