



## **COMPLAINTS POLICY**

### **Guidance for Parents/Carers**

All complaints should be directed to the Principal. Parents/carers should contact RDUTC and arrange an appointment with the Principal. It is helpful if concerns are put in writing and sent to the Principal prior to the appointment so that she is able to consider the situation prior to the appointment. The Principal will respond to the complaint within two working days.

In a very small number of cases, the matter may not be resolved with the involvement of the Principal. When this happens, the complaint should be directed to the Governing Board. Parents/carers should put the complaint in writing to the Chair of Governors and send it to him at RDUTC's address. The Chair of Governors or his representative will then contact parents/carers to discuss the complaint within two working days.

If the complaint cannot be resolved by the Chair of Governors, parents/carers can ask for the complaint to be considered by the Governing Board's Complaints Committee. Parents should put the complaint into writing, at which point the complaint is formalised. This committee will include one member who is independent from the leadership of the school and three members who are independent of the complaint. The committee will hear the complaint and decide what action, if any, should be taken. Parents/carers are entitled to attend and be accompanied if they so wish. Parents/carers will be informed in writing of the committee's findings and recommendations. Where relevant a copy will be made available to the person who is the subject of the complaint. A copy of the findings will be kept confidentially on the premises and made available to the Proprietor and the Principal.

If parents/carers are not satisfied with the outcome of the investigation, they can direct the complaint to the Department for Education.

If the Principal is the subject of the complaint, parents/carers should contact the Chair of Governors to discuss the complaint by writing to him at RDUTC's address. RDUTC will forward the letter to the Chair of Governors. The Chair of Governors will then contact parents/carers to discuss the complaint within two working days.

RDUTC will keep a log of all formal written complaints, stating whether the complaint has been resolved by formal procedure.

All documentation relating to complaints will be stored confidentially except under circumstances no. 109 of the 2008 Act.

## **Complaints Committee Procedure**

On receipt of a complaint, the Chair of Governors will write to the complainant explaining that the complaint is being investigated. This letter will also explain the process and timescales of the investigation. The Governing Board will aim to complete the complaints process within two weeks of receiving the complaint, and will update the complainant on progress after two weeks if the process has not been completed. It will be for the Complaints Committee to decide whether or not it is appropriate to interview the complainant as part of the investigation.

If the Complaints Committee agrees that the outcomes of the report could lead to disciplinary action being taken against an employee of RDUTC, the Complaints Committee will pass the matter to the Disciplinary Committee. In this case, it is not the responsibility of the Complaints Committee to make a judgement about whether the employee is culpable, only that there is a case to answer. The Chair of the Complaints Committee will write to the complainant to explain that the matter has been passed to the Disciplinary Committee for further consideration.

At this point, the Disciplinary Procedure adopted by the Governing Board will be followed.

Once the final outcome of the complaint has been determined, the Chair of Governors will write to the complainant explaining, in general terms, the outcome of the investigation and the action taken by the Governing Board.

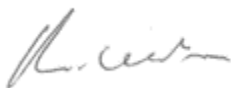
When dealing with complaints, governors will, at all times, bear in mind the need for confidentiality. If a complaint leads to discipline procedures, these cannot be invoked in cases where it can be shown that there has been a breach of confidentiality during the period of investigation.

The Governing Board will, where necessary, seek legal advice on any procedural matters.

**Date adopted by Governing Board: 31<sup>st</sup> July 2019**

**Last reviewed: 30<sup>th</sup> Nov. 2024**

**Signed:**

A handwritten signature in dark ink, appearing to be 'A. Wilson', is written above the 'Signed:' label.