

Belgrave School Complaints Policy

If you are not happy with any aspect of the way Belgrave School conducts its business, we would like to know. Your complaint is the first step in helping us to put matters right.

How to complain

Informal Complaints

Many complaints can be sorted out quite simply by discussing the problem with a member of staff. If this is not satisfactory, please make an appointment with the Head teacher where your grievance can be shared and we will try to come to an agreement.

However, if after discussing your problem you are still dissatisfied, you can make a formal complaint.

Formal Complaints

If you are not happy with the response to an informal complaint you can make a formal complaint in writing so it can be recorded.

In the first instance you should write or email to:-

Headteacher
Belgrave School
10, Upper Belgrave Road
Clifton
Bristol
BS8 2XH

How we will deal with your complaint

- You will be sent an acknowledgement within two working days of receipt of your complaint.
- A full reply will be sent, by the manager or Head teacher, within 20 working days of the receipt of the complaint or you will be advised if it is going to take longer and why.

- If you are not happy with the outcome you can ask one of the Directors – Mrs P. Jones or Mr. M. Jones to look at your complaint. They will reply to you within a further 20 working days.
- If you are still not satisfied with the response, we will arrange a hearing before a panel of at least three people, who have not been directly involved in the matters detailed in the complaint. (Mrs Pat Jones, Mr Mike Jones and one person who will be independent of the management and the running of the school, such as a minister, solicitor etc). Parents may also attend this hearing.

Results of the Complaint

- The panel will make its' findings and recommend a course of action. All parties involved (complainant, person complained about, Headteacher and Director) will be given a copy of any findings and recommendations.
- If we are at fault we will apologise and tell you what we will do to put matters right.
- Written records will be kept for all complaints with results of action taken. All correspondence, statements and records of complaints will be kept confidential. However, it may be necessary to disclose some information to School Inspectors or the Secretary of State should they ask for access.