



Complaints procedure

1. Introduction

1.1 Purpose of the procedure

The Complaints Procedure at The Holy Cross Greek School is designed to provide a clear and fair process for handling complaints from parents, students, staff, and other stakeholders. The school is committed to resolving concerns and complaints quickly, effectively, and with transparency, ensuring that all parties involved feel heard and respected.

For the purpose of this policy, reference to ‘staff’ covers all employees, committee, officers, consultants, contractors, volunteers, interns, casual workers, trainees and agency workers.

1.2 Scope

This procedure applies to all complaints raised by parents, students, staff, and members of the community concerning any aspect of the school’s operations, including teaching, administrative practices, and school policies.

This procedure does not cover complaints that fall under specific statutory procedures, such as admissions, exclusions, or safeguarding, which are addressed through separate processes.

1.3 Principles

- Fairness: All complaints will be dealt with impartially and in accordance with the principles of natural justice.
- Confidentiality: Complaints will be handled confidentially, with information shared only on a need-to-know basis.
- Resolution: The school is committed to resolving complaints at the earliest possible stage, with an emphasis on informal resolution where appropriate.
- Transparency: The process for handling complaints is transparent, with clear stages and timelines outlined.

2. Stages of the complaints process

2.1 Stage 1: Informal resolution

2.1.1 Raising concerns

- **Initial concerns:** Most concerns can be resolved informally. Parents, students, or staff members should raise their concerns directly with the relevant teacher, staff member, or the school administration as soon as possible.
- **Informal meeting:** An informal meeting or discussion may be arranged to address the concern. The aim is to resolve the issue quickly and to the satisfaction of all parties involved.

2.1.2 Escalation

- **Unresolved concerns:** If the concern is not resolved through informal discussion, the complainant may escalate the issue by submitting a formal complaint.

2.2 Stage 2: Formal complaint

2.2.1 Submitting a formal complaint

- **Written complaint:** The complainant should submit their complaint in writing to the Headteacher. These can be submitted by email to headteacher@holycrossgreekschool.org.uk. If the complaint concerns the Headteacher, the written complaint should be submitted to the Chairperson of the Greek School Committee. These can be submitted by email to info@holycrossgreekschool.org.uk. The complaint should include details of the issue, steps already taken to resolve it, and the desired outcome. All formal complaints will be maintained in accordance with Section 4 of this policy.
- **Acknowledgment:** The school will acknowledge receipt of the complaint within five working days.

2.2.2 Investigation

- **Assigning an investigator:** The Headteacher or a designated senior leader, being the Chair of the School Committee, will appoint an investigator, who may be a member of the senior leadership team or another appropriate individual.
- **Investigation process:** The investigator will gather information, including speaking to all relevant parties and reviewing any documentation. The investigation will be conducted fairly and impartially.

- **Timeline:** The investigation should be completed within ten working days of the complaint being acknowledged. If additional time is required, the complainant will be informed of the revised timeline.

2.2.3 Outcome

- **Decision:** The investigator will provide a written response to the complainant, outlining the findings of the investigation and any actions to be taken. The response will also include information on the next steps if the complainant is not satisfied with the outcome.
- **Further escalation:** If the complainant is dissatisfied with the outcome, they may request a review by the Governing Body.

2.3 Stage 3: Review by the Governing Body

2.3.1 Requesting a review

- **Written request:** If the complainant is not satisfied with the response at Stage 2, they may submit a written request for a review by the Governing Body. This request must be submitted by email to info@holycrossgreeksschool.org.uk. This request must be made within ten working days of receiving the Stage 2 outcome.

2.3.2 Review Panel

- **Panel composition:** The review will be conducted by a panel of three members of the School Committee who have had no prior involvement in the matter. If there are no three members with prior involvement then members from the Governing Body can be invited to form the panel. The panel will include at least one member who is independent of the management and running of the school, from the Governing Body.
- **Hearing:** The complainant and the school will be invited to attend a hearing, where both parties will have the opportunity to present their case. The hearing will be conducted in a fair and impartial manner.

2.3.3 Outcome of the Review

- **Panel decision:** The review panel will consider all the information presented and decide on the complaint. The panel may uphold the complaint, dismiss the complaint, or recommend further action.



- **Written response:** The panel's decision will be communicated in writing to the complainant and the Headteacher within ten working days of the hearing. The decision of the panel is final.

3. Special circumstances

3.1 Complaints against the Headteacher

- **Direct to Chair of School Committee:** Complaints about the Headteacher should be addressed directly to the Chair of School Committee. The Chair will follow the same process as outlined in Stage 2, with the investigation being conducted by an appropriate member of the Governing Body or an external investigator.

3.2 Complaints against Governors

- **Direct to Governing Body:** Complaints about an individual member of the School Committee or the Governing Body should be directed to the Chair of the School Committee, who will refer the matter to an appropriate independent body for investigation.

3.3 Anonymous complaints

- **Consideration:** The school may consider anonymous complaints at its discretion, depending on the nature of the complaint. However, it is generally more difficult to investigate and resolve complaints when the complainant is not identified.

3.4 Vexatious complaints

- **Definition and action:** If a complaint is deemed to be vexatious (i.e., persistent, unreasonable, or lacking in serious purpose), the school reserves the right to refuse to investigate further. The complainant will be informed of this decision in writing.

4. Monitoring and review

4.1 Record keeping

- **Complaint records:** The school will maintain a record of all complaints, including informal concerns and formal complaints for a period of 7 years. These records will include details of the complaint, the steps taken to resolve it, and the outcome.
- **Confidentiality:** All records will be kept securely and treated as confidential, in accordance with the Data Protection Act 2018.

4.2 Policy review

- **Annual review:** The Governing Body will review the Complaints Procedure annually to ensure it remains effective and up to date with current legislation and best practices.



- **Stakeholder feedback:** Feedback from staff, parents, and students will be considered during the review process.

5. Communication of the Policy

5.1 Availability

- **Public access:** The Complaints Procedure will be made available on the school's website. Printed copies will be provided to parents and stakeholders upon request.
- **Awareness:** The school will ensure that all staff are familiar with the Complaints Procedure and know how to direct concerns and complaints appropriately.

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