



Cherry Tree  
EDUCATION

# CHERRY TREE SCHOOL COMPLAINTS POLICY AND PROCEDURES

DATE AGREED / REVIEWED: SEPTEMBER 2017, SEPTEMBER 2018, SEPTEMBER 2019, SEPTEMBER 2020, SEPTEMBER 2021

DATE OF NEXT REVIEW: SEPTEMBER 2022

HEADTEACHER SIGNATURE:

MANAGEMENT COMMITTEE CHAIR SIGNATURE:

ALL STAFF MUST HAVE ACCESS TO THIS POLICY, AND SIGN TO CONFIRM THAT THEY HAVE READ, UNDERSTOOD AND WILL ADHERE TO ITS CONTENTS.

# Cherry Tree Complaints Policy and Procedures

## Introduction

This Complaints Policy applies to a complaint or complaints against a school that a pupil or a parent / carer of a pupil has sustained injustice in consequence of an act or omission of the Management Committee of the school or an exercise of, or failure to exercise a prescribed function of the Headteacher of the school.

The school and management Committee aim to deal with all complaints openly, fairly, promptly and without prejudice.

This policy will work alongside the Department for Education 'Best Practice Advice for School Complaints Procedures' 2016.

## Complaints (Parents and Pupils)

**(The following procedure will be followed for any complaints made regarding any of Cherry Tree policies including the Child Protection and Safeguarding Policy and Procedures)**

## Roles and Responsibilities

The relevant class teacher should attempt to resolve all complaints by parents / carers or pupils involving the education and well-being of pupils in school. If the relevant class teacher is unable to resolve the complaint, it will pass to the School Operations Manager. If the complaint is about a member of school staff, this should be dealt with by the Headteacher and will be dealt with within 10 working days. If the Headteacher is unable to resolve the matter, or the complaint is about the Headteacher, or the parent is not satisfied with the response to the complaint made there will be provision for a hearing before a panel appointed by the proprietor and consisting of at least three people who were not directly involved in the matters detailed in the complaint. One of these people will be the Management Committee Chair. One member of this panel will be independent of the management and running of the school. The parent will be allowed to attend and to be accompanied at a panel hearing if they wish. The panel will make findings and recommendations and a copy of this will be provided to the complainant and, where relevant, the person complained about. The complaint findings and recommendations will be completed within 28 working days and will be available on the school premises by the proprietor and the Headteacher. A written record will be kept of all complaints and whether they are resolved following a formal procedure or proceed to panel hearing and

the action taken by the school as a result of the complaint, regardless of whether they are upheld. All correspondence, statements and records relating to the complaint will be kept confidential except where the Secretary of State or a body conducting an inspection under Section 109 of the 2008 Act requests access to them.

All complaints, including complaints about the Child Protection and safeguarding or any other Policy will be managed in a timely manner as stated above and directed by the Department for Education 'Best Practice Advice for School Complaints Procedures' 2016.

### **Complaints (General; Other than Parents or Pupils)**

**Roles and responsibilities:** The School Operations Manager should deal with all complaints not covered by the Complaints Policy (Parents and Pupils). If the School Operations Manager is unable to resolve the complaint, it will pass to the Headteacher. If the Headteacher is unable to resolve the complaint it will pass to the Management Committee Chair. The final stage in the process is for the Management Committee to investigate the complaint. The Management Committee Chair will deal with complaints about the Headteacher. There is a visible complaints procedure on the wall in each classroom and available on request.

**This policy will be reviewed annually by the Headteacher and or the Management Committee**

**Please follow the complaints procedure as follows:**

## **Cherry Tree School Complaints Procedures**

If you have a general complaint about the school please contact the School Operations Manager by either making an appointment, by phone or in writing to:

Name: Ms Emma Brown  
School Address: Cherry Tree, 29 All Saints Avenue, Margate, Kent, CT9 5QN  
Tel: 07745354498  
Email: [emma.brown@cherrytreeeducation.co.uk](mailto:emma.brown@cherrytreeeducation.co.uk)

If you have a complaint about any member of staff within Cherry Tree School please inform the Headteacher by either making an appointment, by phone or in writing to:

Name: Ms Susan Finn  
School Address: Cherry Tree, 29 All Saints Avenue, Margate, Kent, CT9 5QN  
School Number: 07710548733  
Email: [soo.finn@cherrytreeeducation.co.uk](mailto:soo.finn@cherrytreeeducation.co.uk)

If you are not happy with the outcome, or have a complaint to make about the Headteacher, then please contact the Management Committee Chair by making an appointment in writing to:

Name: Mrs Jo Berry  
Management Committee Chair  
Address: The Management Committee Chair can be contacted via the School Office  
Email: [mcchair@cherrytreeeducation.co.uk](mailto:mcchair@cherrytreeeducation.co.uk)

(If for any reason you are unable to reach the Management Committee Chair, please contact the School Office Manager at [joe.sparks@cherrytreeeducation.co.uk](mailto:joe.sparks@cherrytreeeducation.co.uk) or 01843 290131)