

SAFFRON VALLEY COLLEGIATE

Complaints Procedure



Reviewed: December 2018

MISSION STATEMENT

The Saffron Valley Collegiate seeks to provide a personalised educational experience that identifies and responds to the circumstances and needs of each individual child or young person. In doing so it enables them to progress academically and become successful learners through the re-engagement of the young person with education

EQUALITIES STATEMENT

All who work at the Saffron Valley Collegiate are committed to the celebration of diversity, and the challenging of disadvantage and discrimination, in all of its forms.

These values are explicit to the ethos of the Saffron Valley Collegiate and implicit in all policies and practices.

Four Stage model for parents/carers

1. Stage 1:

In the first instance, any issues or concerns you may have should be discussed with a senior member of staff (see Appendix 1), either on the telephone or, if you wish to come in, an appointment can be made where you can come to the school to talk things over. If you find it difficult to come to the school, it may be possible to arrange for the senior member of staff to visit you in your home. Anything you have to say to the senior member of staff will be treated in the strictest of confidence, and hopefully any concerns you may have will be resolved at this stage.

2. Stage 2:

If your concerns still remain unresolved after speaking to the senior member of staff, the next stage is that you will be sent a complaint form. Once received, this will be forwarded to the Headteacher. Having looked into your complaint, the Headteacher will acknowledge receipt of your form by letter within three school days. This letter will outline what action the Headteacher is going to take, and the timescale. The most likely course of action is that the Headteacher will invite you in to have a meeting with her/him, as well as the senior member of staff if appropriate.

3. Stage 3:

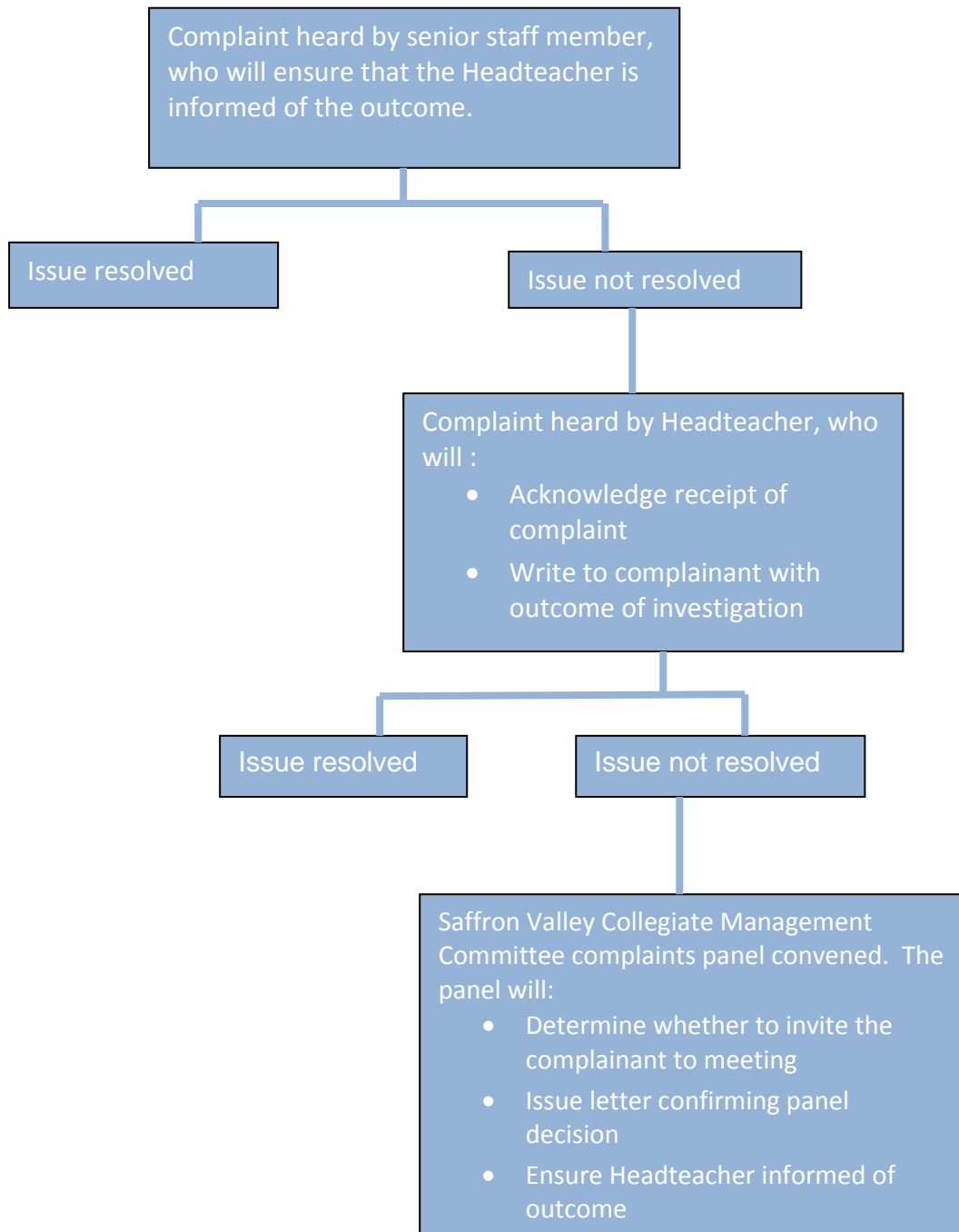
If you feel your concerns remain unresolved, you may forward your complaint to the Complaints Panel of the PRU's Management Committee. You will be informed in writing that this has happened. The panel will determine whether it is necessary to invite you to a meeting. You will be notified of the outcome within three days.

4. Stage 4:

If all attempts to resolve the complaint have been unsuccessful, you may refer your complaint to the Secretary of State for Education at the Department for Education (DfE), Sanctuary Buildings, Great Smith Street, London, SW1P 3BT. For more information please visit:
www.education.gov.uk

The Secretary of State is unlikely to investigate individual issues but can inspect the school's policies and procedures and make sure these have been followed.

Summary of Dealing with Complaints



Appendix 1

Headteacher: Mrs Jenny Adamson
Saffron Valley Collegiate – KS4 South
279 High Street
Croydon
CR0 1QH

020 8604 1414

School Business Manager: Mrs Astrid Searle
Saffron Valley Collegiate - Cotelands
John Ruskin College site
Selsdon Park Road
Croydon
CR2 8JJ

020 3252 2020

Chair of Management
Committee: Mr David Johnston
(contacted via School Business Manager)