

Complaints Procedure for parents

The New School makes provision for dealing with complaints on behalf of parents and has established the following procedure. The procedure for complaints will be communicated to parents on joining The New School Rome.

Informal complaint

In the first instance a parent who has a complaint should always resolve it where possible with the person concerned. If a parent remains dissatisfied then they may talk to the AC Chairperson/headteacher in an informal capacity. The AC Chairperson/headteacher will take any follow up action necessary and communicate this to relevant parties. At this stage the complaint will be logged by the chairperson.

Formal complaint

If the complainant is dissatisfied with the informal approach then they may follow the procedure as outlined below beginning with a written complaint in which the complainant outlines the nature of the complaint and outcome required (where apt). This should be addressed to the AC Chair/Headteacher.

1. The AC Chairperson/headteacher discusses the content of the written complaint with the relevant party (whom the complaint is against) and a resolution plan is agreed on. The AC Chairperson communicates this to the parents in writing within 3 working days.
2. If the parents are not satisfied with the outcome of this they can ask the AC Chairperson to refer the written statement of complaint to the Executive Council. The relevant party (whom the complaint is against) is informed by the AC Chairperson that the matter has been referred to the Executive Council
3. The Executive Council members receive a copy of the written complaint from the Academic Council Chairperson. The matter is tabled for discussion at the subsequent Executive Council meeting . The relevant party against whom the complaint has been made and the parent making the complaint can either attend the meeting or send a written statement addressed to the Executive Council Chairperson.

4. The Executive Council will then reply in writing to the parent and the relevant party (whom the complaint is against) giving details of any findings, recommendations and action to be taken.
5. In the case of a complaint concerning the Academic Council Chairperson, the parent should speak to a member of the Executive Council who will undertake to follow up the complaint with the person concerned. This is an informal approach.
6. If the parent is not satisfied with the outcome he/she should outline the complaint in writing to the Executive Council Chairperson who will undertake to follow up the initial complaint with the person concerned. The procedure now follows points 3 to 9 with the Executive Council Chairperson as the person dealing with the issue.

Record of Complaints

1. A written record of all complaints will be filed by the chairperson and retained. This will include the date of the complaint, the outcome and lessons learned (where appropriate).
2. Records of complaints will be kept confidential unless otherwise requested by the Executive Council. Records will be kept in a separate file in the school safe and a copy in the respective person's file (where appropriate). Records will be kept for a period of four years.

Time Scale

Complaints of an **informal** nature (where the AC chair has been involved in an informal capacity) should

be given to the relevant party immediately or as soon as is practicable. Any follow-up action should also be communicated as soon as possible.

- Complaints of a **formal** nature which have been made in writing to the EC/AC Chairperson should be given to the relevant party (whom the complaint is against) immediately and a plan of action drawn up and communicated to the parent within 3 working days of receipt of the written complaint.
- For complaints of a formal nature which have been referred to the Executive Council, members of the Executive Council should receive a copy of the written complaint immediately. The item should be tabled for discussion at the next meeting of the Executive Council which should not be later than one month from receipt of the written complaint. Where necessary a meeting will be called specifically to discuss the matter.

Parents should use the feedback@newschoolrome.com email address