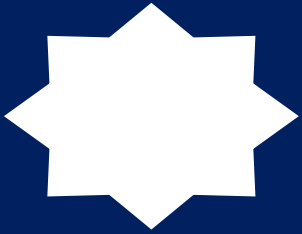




MARATHON SCIENCE SCHOOL



Complaints Policy

Reviewed on: September 2025

Next Review: September 2026

Salih Ezer

A Guide for Parents and Carers

The Headteacher, School Staff, House staff and the Trustees are committed to maintaining a positive partnership with parents. It is important that parents and carers feel able to raise concerns and do this in the best way.

In most cases, concerns and complaints can be resolved by talking to staff at the school. Sometimes parents may wish to raise a more formal complaint.

The following describes procedures used by our schools for dealing with general complaints.

There are four main stages involved in raising concerns or making a complaint.

Stage 1 – Initial Approach

It is important that parents contact the school first with their concerns and talk to a teacher or senior staff. Most problems can be sorted out in this way easily and informally. If the problem cannot be sorted out at once, the school will give parents a realistic timescale for solving the issue.

Stage 2 – In writing

If the parents are still unhappy the next stage is to raise a formal complaint by writing to the deputy headteacher or head of boarding. They will investigate their complaint. After they have investigated the issues, the parents may be asked to meet with the deputy headteacher or head of boarding or they may get a letter explaining the school's response. From receipt of the letter, the deputy headteacher or head of boarding will respond to parents in 5 school days to acknowledge receipt of their complaint and will address the issues raised within 15 school days.

Stage 3 – Appeal to Behaviour Management Committee (BMC).

If the parents are still unhappy after raising the complaint at Stage 2, they would need to inform the BMC in writing. They may be asked to meet with the BMC and explain their case. The BMC will listen to them and will inform them in writing of their decision. The BMC members are the Headteacher, the Deputy Headteacher and the Head of Boarding.

Timescales for dealing with the parents complaint:-

Ideally, complaints should be dealt with quickly, but if their complaint is complicated or requires detailed investigation, it may take a longer time to sort out. The school should let them know how a complaint is being addressed and when they can expect to hear from them.

Stage 4 – Appeal to School Management Committee (SMC - Trust)

They can write to the School Management Committee (SMC) of the school. The parents should say exactly why they are unhappy with the BMC's findings and ask that a complaints hearing be arranged with SMC. The SMC will meet between 12 and 20 school days from the receipt of their letter.

The hearing panel:

- It will be appointed by the proprietor and comprise of at least three people who have not been directly involved in the matters detailed in the complaint;
- one person on the panel will be independent of the management and running of the school;
- the parents will be invited to come and speak before the hearing panel and they may be accompanied by a person of their choice if they wish;
- the panel will make findings which will be final and will make recommendations within 5 school days of the date of the hearing. The complainant, proprietors and Headteacher, and, where relevant, the person complained about, will be given a copy of any findings and recommendations.
- Available for inspection on the school premises by the proprietor and the Headteacher.

Keeping records of complaints:

- written records will be kept of all complaints indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing; and
- action taken by the school as the result of the complaints, regardless of whether they are upheld.
- all correspondence, statements and records of complaints are to be kept confidential. *(Note that this does not apply to the requirement of the school to provide parents and other interested parties with information about the number of complaints registered under the formal procedure during the preceding year, nor to inspectors conducting inspection under section 162A of the Education Act 2002, or to the Secretary of State, should they ask for access to such records).*

You have a concern or complaint

If your concern or complaint is about the Headteacher

INFORMAL PROCEDURE

What you should do

Stage 1: Discuss your concerns with the class teacher or other relevant member of staff (which may be the Headteacher). This will usually resolve the issue.

FORMAL PROCEDURE

The member of staff concerned will deal with your issues or make sure you have the information you need if you feel you want to take the matter further.

Stage 2: Complain to the Deputy Headteacher, either verbally or in writing

Your complaint will be acknowledged within 5 school days with a full written response within 15 school days.

Stage 3: Complain to the BMC in writing.

Your complaint will be acknowledged within 7 school days with a full response within 20 school days.

Stage 4: Write to the SMC of the School requesting that your complaint be heard by the members of the SMC.

The complaints SMC will meet between 12 and 20 school days from receipt of your letter. The committee's decision is final and you will be told of its findings within 5 school days of the hearing.