Newhaven Pupil Referral Unit (PRU)

Complaints Policy

General Complaint procedure for Newhaven PRU

Newhaven PRU aims to operate in a positive manner, if however a problem or concern arises it should be raised promptly with the class teacher/form tutor or member of staff responsible for the area or action you are concerned about. If your concern is more serious you may prefer to make an appointment to discuss it with the headteacher/head of year. All staff will make every effort to resolve your problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion with the headteacher or relevant member of staff.

Stage 1 (Headteacher)
If you are dissatisfied with the response of the member of staff (or the headteacher if they have been involved at the informal stage) then you may wish to put your concerns in writing to the headteacher as a complaint. You should make it clear if you wish the matter to be dealt with as a complaint. The headteacher will investigate the complaint and provide a written response. This will normally be within 10 school days of your letter, but you will be kept informed if, for example, more time is needed to complete the investigation.
If your original concern was about an action by the headteacher personally, and you have already discussed it at the informal stage, then you should put your complaint in writing to the chair of the Management Committee (stage 2).

Stage 2 (Chair of the Management Committee)
If you are not satisfied with the headteacher's response, you may contact the chair of the Management Committee. The chair's name, and how to contact him/her is available from the school office.

The Chair will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself and the headteacher. At the end of this stage the Chair will provide you with a written response. This will normally be within 10 school days, but you will be kept informed if more time is needed.
If you are not satisfied with the Chair's response at the end of stage 2, the complaint can be referred to the Management Committee by writing to the Chair, or clerk to the chair, of the Management Committee. The chair of the Management Committee will ask a small panel of members to investigate your complaint. This will normally be arranged within fifteen school days of your complaint being received, depending on the availability of all concerned. You may be invited to speak to the panel at a meeting and be accompanied by a friend or representative. After the meeting you will be advised of the outcome in writing. This will normally be within 10 school days of the meeting.

For most complaints the decision of the Committee is the last step in the procedure.
There is a specific procedure for complaints about the school curriculum and matters relating to it, including the provision of information and charges. In general these are dealt with in a similar way to other complaints. However, there are some specific differences –

You may complain either to the LA or the chair of the Management Committee in the first instance.

The complaint will be investigated by whichever of these is responsible for the matter complained about.

The Management Committee will inform both the complainant and the LA of the outcome of its investigation.

If you are still unhappy with the outcome of your complaint, you can complain to the Secretary of State for Education. The process for complaining to the Secretary of State for Education is outlined in detail on the Government’s Parent Centre website. You'll find the link to the Parents Centre below:

https://www.gov.uk/complain-about-school

Contact details

Main Office **020 8859 3114** - who will be able to give contact details for Chair of Management Committee.

Clerk to the Management Committee **020 8921 5629**

To be reviewed Summer Term 2018