

Artemis - Complaints policy

Version Date	Date of next review
March 2024	March 2025

Policy statement

Artemis and its school welcome suggestions and comments from students, parents and visitors to our schools, and takes seriously any concerns that are raised.

This policy encourages those with concerns to raise them as early as possible so that the schools have the opportunity to rectify a problem or explain their position before a concern becomes more serious.

Complaints procedure

Expressing concerns

The school should determine the appropriate means for people to raise concerns – in town hall meetings, via email, via suggestion boxes. Anonymous concerns will not be pursued.

If a student has a concern, they should be able to raise this with any member of staff with whom they feel comfortable. This will often be their Class Teacher or Grade/Subject Leader.

Students may also raise general concerns via tutor group meetings and through the Student Council. The School is determined to ensure that all students know who they can approach with a problem and at the start of each year, the Form Tutor and Class Teacher will explain these procedures in a manner appropriate to their age.

Escalation of concerns

Concerns should in the first instance, be raised with the member of staff concerned, by a note in the student planner, letter, email, telephone call or meeting. Teachers and administrative staff have a duty of care and this includes responding to concerns.

If the person with concerns is not satisfied with the response or if the nature of the concern is of a wider issue, or is sufficiently sensitive or serious, the parent should contact the appropriate Grade/Subject Leader.

They will either deal with the issue or put the concerned person in contact with the appropriate member of the Senior Leadership Team, who will inform or directly involve the Principal. The Principal's decision is final.

If after the issue has been referred to the Principal and the concerned person is still not satisfied with the outcome, they may request that the issue be appealed. This is

unusual. In this case the Principal will inform the Director of Education (member of the school's Executive Board and the Artemis Education representative). The Director of education will act on the Board's behalf.

In the event of an appeal, the complainant should send written notice of their complaint to the Artemis Director of Education. The Director of Education will appoint a Panel, which should consist of at least three persons who have not been directly involved in the matters detailed in the complaint, one of whom will be independent of the school. The Panel will acknowledge the complaint and schedule a meeting, normally within 28 days.

The role of the Panel is to consider the representations made and to make recommendations to the Principal accordingly. In the case of expulsion, it is not within the powers of the Panel to reinstate a student's place at the school against the wishes of the Principal.

The Panel **may either uphold the Principal's decision or refer the decision back to the Principal** with recommendations so that the Principal may consider the matter further. The Principal will provide a response to those recommendations to the Panel. After due consideration of the Principal's response, the Panel's recommendations will be notified, with reasons, to the Principal and the complainant by the Panel, where possible within three working days of the meeting.

Confidentiality and written records

The School will maintain a communications log and written notes will be taken about the complaint at all stages.

Concerns will be treated in a confidential manner with knowledge of the concern being limited to the Senior Leadership Team, Grade/Subject Leader and those directly involved.

If a complaint is resolved, a note will be made to this effect. If a complainant wants to withdraw their complaint, the school will ask them to confirm this in writing.

Written records will be kept for three years for regular review, to help identify whether review or change in practice is needed and so that patterns can be identified and appropriate interventions made by the school's management.

A complaint is not whistleblowing

Complaints are a normal and regular part of school interactions. On very rare occasions a student or parent may discover something of grave import that could affect the school or a student's life. In this case a confidential appointment can be made with the Principal, who may or may not decide to refer the issue to the Governors, social services



or the police, or to invoke child protection protocols. Artemis Education has a whistleblower policy that states that people raising grave issues will be protected from retaliation or victimisation.