

**James Brindley School**  
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## FAQs

Q

**If I raise a concern or make a complaint will this mean my child will be treated differently?**

A

No, we want your child to be safe and ensure their wellbeing, we can only achieve this if we work with the parents to resolve concerns and improve the school for all pupils.

Q

**What if my complaint is about the Centre Leader or another member of staff?**

You can refer your complaint directly to the Principal.

A

**What if my complaint is about pupil transport or guides?**

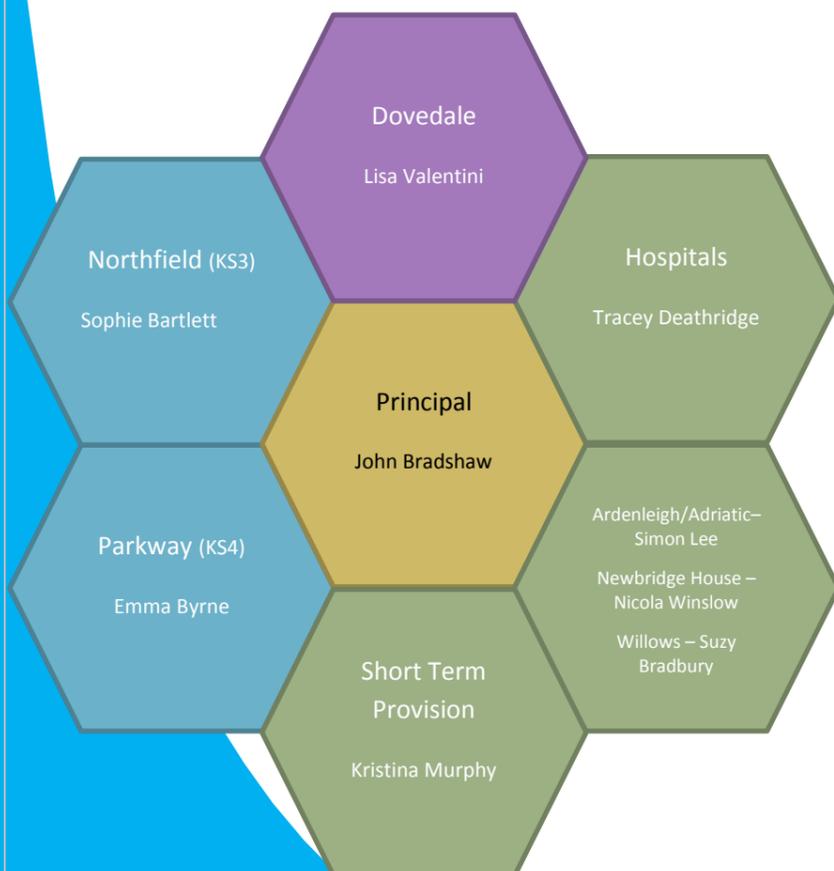
Q

Any complaints of this nature should be directed to Travel Assist who is responsible for these services.

A

[travelassist@birmingham.gov.uk](mailto:travelassist@birmingham.gov.uk)

## Centre Leaders



## Safeguarding Commitment

James Brindley School is committed to promoting the safety and wellbeing of children. The school aims to create an open environment where pupils feel comfortable and safe to discuss problems they are facing; staff understand and are supported to recognise safeguarding indicators and take appropriate actions to safeguard pupils.

## Parent Survey

Tell us how we are doing by completing our parent survey either at one of our sites or on our website.

[www.jamesbrindley.org.uk](http://www.jamesbrindley.org.uk)



# Guidance on How to Raise a Concern

We provide a 'bridge for learning' during difficult times as we believe  
*'every child matters, every moment counts'*

James Brindley School  
Complaint Policy can be  
accessed from the  
school's website

[www.jamesbrindley.org.uk](http://www.jamesbrindley.org.uk)

## Talk to us and share your concern

Before making a complaint please speak to a member of staff, we may be able to resolve the issue straight away

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### Raising a Concern

We want your child's time at school to be as positive and productive as possible. Without the pupils and parents having an open, honest and on-going dialogue with us we can not achieve this.

We hope you won't, but if you do have any concerns please let a member of staff know. You can do this either face to face, over the phone or by email.

Staff will listen to any concerns raised by pupils and parents attempting to resolve them as quickly as possible.

If you still have concerns please see step 2 on how to make an informal complaint.

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### Informal Complaint

If raising a concern with staff has not resulted in a satisfactory outcome then your next step should be to inform the Centre Leader that you would like to make a complaint. Again this can be done either face to face, over the phone or by email.

#### What happens next?

The Centre Leader will acknowledge your complaint in writing so that you know it has been received. They will invite you to meet with them. If you are unable to meet in person don't worry, you can discuss the complaint either over the phone or via written communication such as email if you would prefer.

It is important that you think about what a satisfactory outcome might be and share this during any communication. You will be provided with copies of any notes and agreed actions from your discussions with the Centre Leader.

Once agreed actions are complete you will receive a letter to let you know that the complaint is now being closed.

If your complaint is about a Centre Leader this will be dealt with by the Principal.

If you feel the matter has not yet been resolved please move on to step 3.

3

### Formal Complaint

If you are considering this step we are really sorry that we have not managed to resolve the issue but we would like to keep working with you to come to a satisfactory outcome.

To make a formal complaint you will need to write to the Principal outlining your concerns and making clear why you are not happy with the outcome of the informal stage.

In order to make a formal complaint you must have attempted the informal stage. If this is not the case you will be advised that your complaint is being directed to the Centre Leader to be considered as informal.

#### Investigation

The Principal will nominate an investigator who is independent of the sector in which your child is a pupil. You will receive a letter acknowledging your complaint which will inform you who the investigator will be and invite you to meet with them to discuss your complaint.

During the meeting notes will be taken and a copy of these will be sent to you. You can bring someone along with you to this meeting if you would like support.

Once the investigation is completed, the investigator will report to the Principal with their findings. The Principal will decide what actions to take and will write to you explaining the outcome of your complaint.

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### Panel Hearing

If you are not satisfied with the outcome from step 3 you should write to the Chair of the School's Governing Body within 20 days of receiving the outcome of the formal complaint.

The complaint will only be accepted by the Governing Body once it has been considered through the informal and formal stage. Where this is not the case your complaint will be redirected to the appropriate stage.

If the Chair of Governors decides that your complaint has been dealt with reasonably, then they will write and let you know that you can only appeal on the basis of how your complaint has been handled and not the decision made.

If a panel hearing is required you will receive an acknowledgement letter and details of the next steps and the details of the panel hearing. Remember you can bring someone along to support you at this hearing.

After the hearing the panel will write to you to let you know their decision.

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### Further Action

If you are dissatisfied with the handling of your complaint by the school following the panel hearing you can refer your complaint to the Education Funding Authority (EFA).

<https://www.gov.uk/government/organisations/education-funding-agency/about/complaints-procedure>

### Our commitment

#### We will....

- ✓ Listen to our pupils
- ✓ Listen to parents / carers and work with them to ensure the best outcomes for their child
- ✓ Attempt to resolve any concerns quickly
- ✓ Work closely with other professionals to resolve concerns
- ✓ Use concerns and complaints to look towards how we can improve the school

### Reasonable Behaviour

We understand that if you have concerns about the school this may cause you some anxiety and we will do all we can to work with you to resolve issues quickly. Please remember that behaving in an unreasonable manner may delay resolutions and will not be tolerated by the school.

A complaint may be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:-

- maliciously;
- aggressively;
- using threats, intimidation or violence;
- using abusive, offensive or discriminatory language;
- knowing it to be false;
- using falsified information;
- publishing unacceptable information in a variety of media such as in social media websites and newspapers.

### Support

If you need any support from someone outside of the school during this process there are advocacy services who may be able to help.

#### Independent Parental Special Education Advice (IPSEA)

<https://www.ipsea.org.uk/>