



NEWBOLD SCHOOL

COMPLAINTS/GRIEVANCE PROCEDURE

A complaint/grievance is anything that you perceive it to be – there is no definition for a complaint/grievance and only you as an individual can determine whether or not you feel aggrieved.

It is advisable, in the first instance, to try and resolve the problem informally with the person with whom you have the grievance.

Stage One:

If the matter is not resolved informally, you should raise the matter in writing with the class Teacher or Supervisor of the staff member in question. If the grievance is with the Teacher or Supervisor to start with, you should refer to Stage Two of the grievance procedure.

The Teacher or Supervisor will deal with your grievance as quickly as possible and normally you can expect to receive a verbal response within a short period, and a written response to your grievance within 1 week.

Stage Two:

If the matter is not resolved at Stage One or the grievance is about the Teacher or Supervisor, you should raise the matter in writing with the School Headteacher. You can normally expect to receive a verbal response within a short period, and a written response to your grievance within 1 week.

Stage Three:

If your grievance has not been resolved at Stage Two you have the right to raise the matter with the School Board. To do this you must inform the Chair in writing that this is your intention and formally request that

your grievance is brought to the attention of the Board. A Panel will be formed by the School Board, headed by the Chair, with at least three persons present who have not been directly involved in the matters detailed in the complaint. One person at least should be independent of the management and running of the school.

Your grievance, along with any supporting documentation submitted by yourself and any other relevant information / evidence brought to the attention of the Chair during the course of Stages One and Two will be presented to the Panel. You will be given the opportunity to present your grievance at this meeting, and may be accompanied if you wish, although you will not be able to remain during any deliberations that may take place following your presentation.

It is within the discretion of the Management to call any individual to assist in the discussion.

Findings and recommendations of the Panel will be drawn up, and copies issued to the complainant, the School Board, the Headteacher, and where relevant, the person/s complained about.

Written records are kept of all complaints, indicating whether they have been resolved at the preliminary stage, or whether they have proceeded to a Panel hearing.

All correspondence, statements and records of complaints are kept confidential.

Number of complaints received in the last year: 1

Date of last review: _____

Signed: _____

Position: _____

Useful Information:

NEWBOLD SCHOOL

Popeswood Road

Binfield, Bracknell, Berks

RG42 4AH

Telephone/fax: 01344 421088

Email: newboldschool@hotmail.co.uk

Chair of School Board

Pastor Patrick Johnson

Newbold Church, St Mark's Road

Binfield, Bracknell, Berks

RG42 4AN

Telephone: 01344 401792

Parent organisation

**SOUTH ENGLAND CONFERENCE OF THE
SEVENTH-DAY ADVENTIST CHURCH**

25 St John's Road

Watford, Herts

WD17 1PZ

Telephone: 01923 232728

Fax: 01923 250582

Website: www.secadventist.org.uk

Seventh-day Adventist Education Department for British
Isles:

Dr Keith Davidson

Education Director

British Union Conference

Stanborough Park, Watford, Herts

WD25 6JP

Telephone: 01923 672251