



Policy: Complaints Policy

Ratified by FGB 17th July 18
Review Date: 16th July 21

Complaints Policy

1 Introduction

- 1.1 We strive to provide a good education for all our children. The headteacher and staff work very hard to build positive relationships with all parents and carers. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.
- 1.2 If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.
- 1.3 We deal with all complaints in accordance with procedures laid down by the LA. If the school itself cannot resolve a complaint, those concerned can refer the matter to the LA.
- 1.4 All parents and carers have the right, as a last resort, to appeal to the Secretary of State for Education if they still feel that their complaint has not been properly addressed.

2 Aims and objectives

- 2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3 The complaints process

- 3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience, most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.
- 3.2 Where parents or carers feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Key Stage Leader. On the few occasions when this does not resolve the situation an appointment should be made to speak to the headteacher. The headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.3 If parents or carers are unhappy with the outcome, they can make a formal complaint, as outlined below:

The complaint must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The parent should hand or send the written complaint to the clerk to the Governors who will forward it to the Chair of Governors. The clerk's address can be obtained from the school office.
- 3.4 Should any parent or carer wish to make a formal complaint against the headteacher it should be in writing giving clear details and sent to the Clerk to the Governors for forwarding to the Chair of Governors.

- 3.5 The Chair of Governors will respond to all complaints within 3 weeks of receipt. Should the complainant be dissatisfied with the decision, an appeal may be made in writing and sent to the Clerk to the Governors. The Clerk of Governors will convene a panel of at least 3 governors to hear the appeal.
- 3.6 After hearing all the evidence, the governors will consider their decision and inform the parent in writing
- 3.7 If the complaint is not resolved, a parent may make representation to the LA. Further information about this process is available from the school or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.
- 3.8 If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

4 Monitoring and review

- 4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school, and records how they were resolved. Governors examine this log on an annual basis.
- 4.2 Governors take into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy. This policy is made available to all parents and carers, so that they can be properly informed about the complaints process.