



Complaints Procedure

Introduction

Our school strives to provide the best possible education for all children. The headteacher and other staff work very hard to build positive relationships with all parents and members of the wider community. We aim to resolve issues before they become significant problems. However a complaint should be made about the school it has procedures in place to deal effectively with it.

Any person, including members of the general public, may make a complaint about the provision of facilities or services by the school.

Please note that the school will not investigate complaints made anonymously.

The following policy sets out the procedure that the school follows in such cases.

Aims and objectives

- 1) To be fair, open and honest when dealing with any complaint.
- 2) To give careful consideration to all complaints and deal with them as swiftly as possible
- 3) To resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues.
- 4) To provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The Complaints Procedure

There are three stages to the school complaints procedure, as detailed below.

Stage 1 (informal): concern heard by an appropriate staff member

Stage 2 (formal): complaint heard by Headteacher;

Stage 3 (formal): complaint heard by Chair of Governors

Stage 1

In the first instance any concerns should be discussed with the relevant member of staff, which in most cases is the child's class teacher. This should be done privately at a mutually convenient time. All teachers want children to be happy and to make good progress and they deal quickly with an identified problem and take action.

Stage 1 complaints should be able to be addressed within **5 school days**.

Stage 2

If the matter has not been resolved through contact with the class teacher, or that a concern is of a sufficiently serious nature an appointment should be made to discuss the matter with the headteacher. Any concerns expressed in this way are taken seriously, investigated thoroughly and responded to.

Stage 2 complaints should be able to be addressed and responded to within **10 school days**. Most complaints are resolved at this stage.

Stage 3

If a complaint fails to be resolved at stage 2 it can be escalated to stage 3 and a formal complaint can be made to the governing body. In addition, complaints about the headteacher would also be raised at stage 3. This must be made in writing, stating the nature of the complaint and how the school has handled it so far. This should be sent to the Chair of Governors and marked private and confidential.

The Governing Body will consider all written complaints. If necessary, the Chair of Governors will convene a Governing Body Appeals Panel to investigate the complaint. Following this a meeting may be convened with the complainant so that their complaint can be explained in more detail. In this instance at least three working days' notice will be given.

It is hoped that stage 3 complaints would be responded to in writing within **25 school days**.

After hearing all the evidence, the governors consider their decision and inform the complainant about it in writing.

Stage 3 is the end of the school complaints procedure. If complainants remain dissatisfied with how the complaint has been dealt with they have the legal right to appeal to the Secretary of State for Education. In this situation, the Secretary of State would only investigate if they believed the school had either acted unreasonably or failed to carry out a statutory duty.

Complaints about the curriculum of a school, collective worship or other related matters are dealt with by a special procedure in accordance with Section 23 of the Education Reform Act 1988.

Special procedures are available for considering complaints about the way in which pupils' special needs are met.

A copy of the procedures will be made available to anyone wishing to make such a complaint. The Local Authority (LA) can provide a copy of the procedures in languages other than English.

Monitoring and review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly.

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, so that they can be properly informed about the complaints process.

Reviewed and amended by the staffing committee February 2018
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