



Complaints Policy and Procedures

Person responsible for the policy	Headteacher
Date reviewed and shared with staff	Autumn 2019
Date for next review with staff	Autumn 2020
Date ratified by the Governing Board	Autumn 2019
Date to be reviewed by the Governing Board	Autumn 2020

Signed by Chair of Governors	Signed by Head Teacher
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Complaints Procedure for Parents/Carers

We are proud of the good relationship we have with parents/carers though do appreciate that there may come a time when a parent/carer has a complaint they may wish to raise with the school.

The course of action for Parents/ Carers to follow in such circumstances is;

Stage 1 Informal

Speak to the child's Class Teacher. This is often the quickest and easiest way to sort out a problem. If you feel uncomfortable talking to the class teacher, you may wish to discuss the issue with our Deputy Head Teacher or if in Early Years, our EYFS Leader.

If you feel it is a particularly complicated matter it would be best to make an appointment so that you have ample time to discuss the problem. Alternatively, you may wish to speak to the Safeguarding & Pastoral Support Manager.

Contact details for these members of staff may be obtained at the School Office.

We expect all teaching staff to keep a note of any complaints they receive from a Parent/ Carer.

Please allow the staff member at least **5** school days to respond.

If this does not lead to a resolution of the problem, you can proceed to the next stage of the process.

Stage 2 Formal (If not resolved at Stage 1)

Meet with the Head Teacher – Mrs Crompton. In the event you need to do this, it will be necessary to make an appointment. We request that the complaint is put into writing. There is a form you can collect from the school office to complete and return. (Appendix B)

You will receive an acknowledgement in writing within 5 school days.

You will then receive in writing a further communication that will follow within 20 school days that will set out the actions taken to investigate the complaint and the findings.

Stage 3 – Formal (if not resolved at Stage 2)

The complaint is heard by the Chair [or Vice-Chair in Chair's Absence] of the Governing Board

Please ensure that you put your complaint in writing to the Chair of Governors for consideration and include details of why you are still dissatisfied with the decision, the recommendations and actions of the Stage 2 complaint and what you require to resolve the matter. You may also attach any evidence to support your concerns that can be additional to that submitted at Stages 1 and 2.

The Chair of Governors will respond within 5 school days of receipt of the complaint to acknowledge this. The letter will state that another letter will follow within 20 school days setting out the actions taken to investigate the complaint and the findings.

The Chair of Governors will look at all the information pertaining to the complaint submitted by you and the investigatory evidence by the school at Stages 1 and 2. The Chair may want to talk with you or investigating staff members to establish facts and obtain further information.

Once satisfied that the investigation has been concluded and a decision has been reached on the complaint, the Chair of Governors will notify you in writing of the conclusion.

The conclusion could be:

- The evidence indicates that the complaint was substantiated and therefore upheld
- The complaint was substantiated in part and what action will be taken
- The complaint is not substantiated by the evidence and therefore not upheld

Stage 4 – Formal (if not resolved at Stage 3)

The complaint is heard by the Governing Board. This is the final stage of the process.

If you are dissatisfied with the response from the Chair of Governors (or Vice-Chair) at Stage 3 the next stage is to put your complaint in writing to the School Governing Board at Stage 4.

Please ensure that you include details of why you are still dissatisfied with the decision of the Chair, recommendations and actions of the Stage 3 complaint and what you feel would resolve the matter. You can also attach any evidence to support your concerns in addition to that submitted at Stages 1, 2 and 3.

The complaint will be acknowledged within 10 school days.

The complaint is considered by a panel of Governors who form a Complaints Appeal Panel. The panel is independent and impartial. No governor will sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it. The panel will have a cross-section of categories of governors and sensitive to the issues of race, gender and religious affiliation. If appropriate the panel can be made up of governors from another school.

The panel will convene a meeting to discuss the complaint and all the investigation evidence to make a final decision on how to progress. A clerk will be appointed to take notes of the meeting.

The Head Teacher has a statutory duty for the internal organisation and management of the school, which they must carry out in accordance with any rules, regulations or policies laid down by the Governing Board.

Therefore the remit of Governors' consideration of a complaint about a matter of internal organisation and control will be as to whether the Head Teacher has followed any relevant school policies; it is not to substitute its own operational judgement for that of the Head Teacher.

The panel can decide:

- To convene a meeting with you. If a meeting is to be convened, the person chairing the meeting either the Chair or Vice-chair (whomever did not deal with the complaint at Stage 3), will write to you to acknowledge the complaint within 10 school days. The letter would also include the date, time and venue of the convened meeting to hear the complaint.
- Decide on the appropriate action to be taken to resolve the complaint
- For non-complex complaints, not to meet with the complainant, but to use all the information available to them and make a decision on the complaint as there is enough information to allow for a decision to be made.

Possible outcomes for the Panel

- Dismiss the complaint in whole or in part
- Uphold the complaint in whole or in part
- Recommend changes to school systems or procedures to ensure that similar do not occur

An outcome letter will be sent to you within 20 school days of the meeting.

The outcome letter from the School Complaints Panel exhausts the 4 Stage procedure.

If you are not satisfied with process you may contact the Secretary of State for Education.

Please write to The School Complaints Unit (SCU) at:

Department for Education

2nd Floor, Piccadilly Gate

Manchester. M1 2WD

Appendix B

Complaint Form

Please complete and return to (named person or school office) who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil (if relevant):

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of the complaint:

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?

What actions do you feel might resolve the problem as this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date

OFFICIAL USE

Date acknowledgement sent:

By who:

Complaint referred to:

Date: