



# Complaints Policy

# **Complaints Policy and Procedure**

## **1 Introduction**

- 1.1 The main purposes of this Complaints Policy are:
- 1.2 to resolve problems;
- 1.3 to give parents a means to raise issues of concern and to have them addressed;
- 1.4 to show parents the most appropriate person to whom a concern/complaint should be raised;
- 1.5 to encourage all parties to raise and/or respond to concerns as quickly as possible so that they may be dealt with whilst the matter is fresh in peoples' minds.
- 1.6 to stress that at all stages of this policy the discussions, consideration and hearings should be investigatory rather than adversarial in their nature.

## **2. Rationale**

- 2.1 We strive to provide an excellent education for all our children. The Headteacher and staff work very hard to build positive relationships with all parents.
- 2.2 If any parents 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.
- 2.3 We deal with all complaints in accordance with procedures laid down by the Diocesan Schools Commission (DSC).

## **2. Aims**

- 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**

### **Initial Concerns – Informal Resolution**

- 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 (ideally asap or within 5 school days whilst it is still fresh in everyone's mind) 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 If a parent not happy as a result of the meeting the class teacher the school has a procedure regarding who they should speak to and raise their concern with Phase Leader followed by Assistant Head Teacher.

- 3.3 Where parents feel that a situation has not been resolved through contact with the above, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher. The Headteacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.4 Should any parents have a complaint about the Headteacher, they should first make an informal approach to one of the Chair of Governors, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the school, but if parents are unhappy with the outcome, they can make a formal complaint, as outlined below.
- 3.5 No individual Governor may deal with either a concern or a complaint. A parent may approach a governor to ask what they should do as they have a concern. Governors should not get into discussion with a parent but should advise them only of the procedure to follow: to contact the designated teacher with responsibility for your child, or the headteacher.

### **Formal Procedures**

- 3.6 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The Parent should send this written complaint to the Chair of Governors.
- 3.7 The Governing Body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. No governor may sit on the panel if he/she has had any prior involvement in the complaint or in the circumstances surrounding it. The school gives the complainant at least three days' notice of the meeting.
- 3.8 After hearing all the evidence, the Governors will consider their decision and inform the parent about it in writing. The Governors do all they can at this stage to resolve the complaint to the parent's satisfaction.
- 3.9 If the complaint is not resolved, a parent may make representation to the LEA. Further information about this process is available from the school or from the LEA. 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.
- 3.10 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 of 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, so that they can be properly informed about the complaints process.

4.3 This policy is reviewed every two years, or before if necessary

**Policy Written: September 2017**

**To be reviewed: September 2019**