



# Complaints Policy

Reviewed December 2014

## Deerhurst and Apperley C of E Primary School

### Complaints Policy

#### Introduction

We believe that our school provides a good education for all our children, and that the head teacher and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.

We deal with all complaints in accordance with procedures set out by the LA. If the school cannot resolve any complaint itself, those concerned can ask the LA to intervene.

All parents 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.

#### Aims and objectives

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 and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## **School Complaints Procedure**

### **General Principles:**

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances
- To allow for a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. The school will not consider any complaint that was raised more than 3 months after the event

## **Raising a concern or complaint**

### **Informal Stage**

It is normally appropriate to communicate directly with the class teacher. This may be by letter, by telephone or in person by appointment. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns, it may be appropriate to address them directly to the Head Teacher (or to the Chair of the Governing Body, if the complaint is about the Head Teacher).

If you are uncertain about whom to contact, please seek advice from the school office or the Clerk to the Governing Body.

### **Formal Stage**

If your concern is not resolved at the informal stage you must put the complaint in writing and pass it to the Head Teacher, (or to the Clerk to the Governing Body, for the attention of the Chair, if the complaint is about the Head Teacher) who will be responsible for ensuring that it is investigated appropriately. A Complaint Form is provided to help you.

You should include details that might help the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement about what you hope might reasonably contribute to a resolution of the problem at this stage. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the Head teacher or to the Clerk to the Governing Body, as appropriate.

The Head Teacher (or Chair) may invite you to a meeting to discuss your complaint and to seek a resolution. If you accept that invitation, a friend may accompany you if you wish to help you in explaining the nature of your complaint.

It is possible that your complaint will be resolved through a meeting with the Head Teacher (or Chair). If not arrangements will be made for the matter to be referred to the Chair of Governors. In any case, you should learn in writing, usually within 5 days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

The Chair of Governors may invite you to a further meeting to discuss your complaint and to seek a resolution. Again, if you accept that invitation, a friend may accompany you to help you explain the nature of your complaint. In any case, you should learn in writing, usually within 5 working days of the Chair of Governors receiving your formal complaint, of the outcome.

If you are not satisfied with the way in which the process has been followed, you can request that the governing body reviews the process followed by the school in handling the complaint. You must make this request in writing to the clerk to the governing body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A Review Request form is provided for your convenience.

## **Review Process**

A panel of three members of the governing body will conduct any review of the process followed by the school. This will usually take place within 10 school days of receipt of your request.

The governors on the review panel will normally consider written submissions, but will sympathetically consider any reasonable requests to make oral representations.

The panel will first receive written evidence from the complainant of perceived failures to follow the procedure.

The panel will then invite representatives of the school (Usually the Head Teacher or the Chair of the Governing Body panel that has considered the matter), as appropriate, to make a response to the complaint.

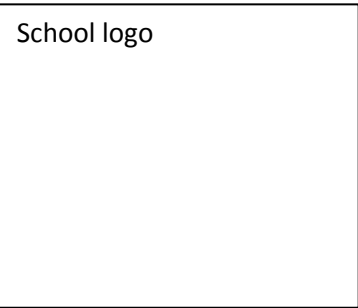
The panel may also have access to the records kept of the process followed.

You, and the school representatives, will be informed in writing of the outcome, usually within 5 school days of the panel meeting.

The school will then consider the case closed.

If you believe that the Governing Body has acted illegally or arbitrarily in handling the complaint, then you may make representations to the Secretary of State for Education.





# (Name) School Complaint Form

Please complete this form and return it to Head Teacher (or Clerk to the Governing Body), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:	
Your Address:	
Daytime telephone number:	
Evening telephone number:	

Relationship with school eg parent of a child on the school's roll	
Child's name (if relevant to your complaint ):	

Please give concise details of your complaint, (including dates, names of witnesses etc), to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, if you wish.

Number of additional pages attached	
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What action, if any, have you already taken to try to resolve your complaint? (ie whom have you spoken with or written to and what was the outcome?)

What do you hope might reasonably contribute to a resolution of the problem at this stage?



Signature:
Date:

<b>School use:</b>			
Received by:		Date	
Acknowledgement sent by:		Date	
Complaint referred to:			
Name		Date	
Name		Date	
Name		Date	

# **(Name) School Complaint Review Request Form**

Please complete this form and return it to Head Teacher (or Clerk to the Governing body), who will acknowledge its receipt and inform you of the next stage in the procedure.

School logo
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Your name:	
Your Address:	
Daytime telephone number:	
Evening telephone number:	

Dear sir/madam

I submitted a formal complaint to the school on

Date:

My complaint was submitted to

Name:

and I received a response from

Name:

on

Date:

I have attached copies of my formal complaint and of the responses from the school.

I am dissatisfied with the way in which the procedure was carried out because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of additional pages attached	

What do you hope might reasonably contribute to a resolution of the problem at this stage?

Signature:

Date:

**School use:**

Received by:		Date	
Acknowledgement sent by:		Date	
Complaint referred to:			
Name		Date	
Name		Date	
Name		Date	





## **Monitoring and review**

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The head teacher logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis.

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.

The Complaints Policy was reviewed in December 2014. The policy will be shared with staff at the next available staff meeting and presented to the next FGB meeting for governor approval.

**Signed:** **Head Teacher**

**Signed:** **Chair of Governors**

**Date:**