



## **Complaints Policy**

### **Status: Statutory**

#### **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 DFE. If the school itself cannot resolve a complaint, those concerned can refer the matter to the DFE complaints process.
- 1.4 All parents and carers have the right, as a last resort, to appeal to the Secretary of State for Education and Skills, 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 are 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, they should then make an appointment to discuss it with the Deputy Headteacher. Many complaints are usually resolved at this stage. A record of this discussion will be made by the Deputy Headteacher and then passed to the Headteacher.
- 3.3 Where parents or carers feel 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. All complaints are normally resolved by this stage. A record of this discussion will be made by the Headteacher.
- 3.4 Should any parents or carers have a complaint about the Headteacher, they can complain to the Chair of Governors. This complaint must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The envelope should be addressed to the Chair of the Governing Body and sent via the school office.
- 3.5 The governing body must consider all written complaints within three weeks of receipt. It may arrange a meeting to discuss the complaint, if it feels this will help resolve the issue. This meeting will be with a panel

of Governors and the person making the complaint will be invited to attend the meeting, so that s/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

- 3.6 After hearing all the evidence, the panel of 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.
- 3.7 If the complaint is not resolved, a parent may make representation to the DFE complaints process. Further information about this process is available from the school. 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 and Skills.

#### **4 Monitoring and review**

- 4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. A log is kept by the Headteacher of any complaints that are made to him/her, about the school, and s/he records how they were resolved. Governors are informed of any complaints received at regular meetings of the Governing Body.
- 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.
- 4.3 This policy will be reviewed every two years, or before if necessary.

**Signed: .....Mr Stephen Roe (Chair of Governing Body)**

**Date: October 2020**

**Date of Review: October 2022**

## **Complaints Policy – Procedure for making a complaint**

If you wish to make a complaint about an aspect of the school, please follow the procedure set out below:-

### **Stage 1 – Class teacher**

You do not have to make a formal complaint if you are unhappy with any aspect of the school. The people who can best deal with any problems are the class teachers. Let them know if something is wrong and they will try to sort it out straight away if possible.

### **Stage 2 – Deputy Headteacher**

Where parents or carers feel that a situation has not been resolved through contact with the class teacher, they should then make an appointment to discuss it with the Deputy Headteacher. Many complaints are usually resolved at this stage.

### **Stage 3 – Headteacher**

If parents or carers feel that their concern is still unresolved, or 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. All complaints are normally resolved by this stage.

### **Stage 4 – Chair of Governors**

Should any parents or carers feel that their complaint is still not resolved to their satisfaction, or if they have a complaint about the Headteacher, they can complain to the Chair of 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 procedures used by the governors to investigate a complaint are detailed in the Complaints Policy (see section 3.4).

### **Stage 5 – DFE Complaints Process**

If the complaint is not resolved, a parent may make representation to the DFE complaints process. Further information about this process is available from the school. 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.