

# **COMPLAINTS PROCEDURE Pocket Guide for parents and carers**



Caring, Achieving, Respecting, Enjoying, Supporting

## Partnership Working

Working together with parents and carers to ensure that all children make the best possible progress is essential and is at the heart of what we do in our school.



We acknowledge that it is vitally important that school and home work together as partners. We believe that children only get one chance at education. We assume by sending your child to our school that you will support us in all areas of their education, physically, socially, emotionally and academically.

## Concerns

We understand however, there may be times during your child's school life when you wish to discuss concerns regarding their education. As a listening school we have an 'open door' policy and would expect parents and carers to come to talk to us. Initially concerns should be relayed to the class teacher who knows your child best in school. Then, if your concern is not satisfactorily resolved, issues should be taken to the Headteacher or another senior member of staff.

## Complaints Procedure

In most cases complaints are successfully resolved informally through discussions with class teachers and the Headteacher. It is anticipated that most concerns will be handled without the need for formal procedures. We acknowledge however that at this point, some concerns may still not be fully resolved. In such circumstances if you feel this is the case for your child, this guide outlines the formal school complaints procedure.



## **STEP BY STEP - SCHOOL COMPLAINTS PROCEDURE**

1. All attempts will have been made to resolve the complaint by informal means in a swift and timely manner.
2. If a complaint cannot be resolved in an informal way/or the complainant still remains unhappy, the Headteacher will deal with the complaint formally. The Headteacher will ask the complainant to put their complaint in writing, stating that they wish to make a formal complaint. This should be made on a form available for the school office. This may also be emailed.
3. If the Headteacher is not able to resolve the complaint and/or the complainant still remains unhappy, the Headteacher will inform the complainant that the complaint has been passed to, and how to contact, the Chair of Governors. The complainant should write a letter to the Chair of Governors and that letter should include their name, the nature of their complaint, where appropriate the reasons why they were unhappy with the Headteacher's decision and where they can be contacted. The Chair of Governors will acknowledge the letter within two working days and conduct an investigation and speak to everyone involved as soon as practicable.

**If the Chair of Governors is not able to resolve the complaint and/or the complainant still remains unhappy, the complaint will be dealt with by the Governor's Complaint Panel.**

4. If the complainant is dissatisfied with the outcome of the Chair of Governor's investigation, they should write to the Chair of Governors stating why, and request that their complaint be referred to the Complaints Panel of the Governing Body.

A meeting of the Complaints Panel will be convened within 10 working days of the request.

The complainant and the Headteacher will be invited to a meeting to state their case, however, the complainant/Headteacher does not have to attend, in which case the Complaints Panel will consider the documentary evidence provided by the Complainant/Headteacher.

The Complaints Panel will consider 2 questions only:

- 1) whether the investigation(s) were conducted properly and reasonably within this procedure;
- 2) whether the outcome was reasonable and appropriate.

**The decision of the Complaints Panel is final**

The Local Authority has no statutory role in resolving external complaints about the actions of school staff. However, the Local Authority does have a responsibility to ensure that an appropriate procedure has been followed when schools deal with complaints. If a complainant contacts the Local Authority it will only investigate procedure and will not investigate the complaint itself.

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