



# COMPLAINTS POLICY

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## 1. Introduction

1.1 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.

## 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 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.

## 3. The complaints process

<b>CONCERN OR COMPLAINT RECEIVED</b>	
<b>INFORMAL STAGE 1</b>	<b>SCHOOL ACTION</b>
Informal discussion with the relevant class teacher or other relevant member of staff usually resulting in resolution to the issue. <b>If the complaint is about the Head Teacher – proceed to Stage 3</b>	The person is informed of the action to be taken to resolve the issue. If they are not satisfied they should be provided with a copy of the school's complaints procedure and information on how to proceed to stage 1.
<b>FORMAL PROCEDURE- STAGE 2</b>	<b>SCHOOL ACTION</b>
The complaint is submitted, either verbally or in writing, to the Head Teacher.	The Head Teacher acknowledges receipt within 5 school days and provides a full written response within 15 school days. Information is provided to the complainant on how to progress the complaint to stage 2.
<b>FORMAL PROCEDURE – STAGE 3</b>	<b>SCHOOL ACTION</b>
A written complaint is submitted to the chair of governors.	The chair acknowledges receipt within 5 school days and provides a full written response with 15 school days. Information is provided to the complainant on how to progress the complaint to stage 3.
<b>FORMAL PROCEDURE – STAGE 4</b>	<b>SCHOOL ACTION</b>
Complainant writes to the chair or clerk of governors requesting that the complaint be heard by the complaints committee.	Clerk arranges for complaints committee to meet between 12 and 20 school days from receipt of letter and informs the complainant of findings with 5 school days of hearing. Information is provided to the complainant on how to progress the complaint to the Secretary of State and Local Government Ombudsman.
<b>FURTHER RECOURSE</b>	
Complainant regarding maintained schools referred to the DfE addressed to the Secretary of State for Education	Secretary of State delegates power to the School Complaints Unit who will examine if the complaint policy and other relevant statutory policies were followed in accordance with the provision set out. They will not re-investigate.

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

4.1 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.

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.

**Appendix A - Complaint Form**

**Complaint Form**

If you are not satisfied or feel that you have been unfairly treated, we would like you to indicate the problem.

**It is however very important that you seek to resolve any difficulties in the first instance by discussing your concerns/complaint with a member of staff at school.**

If you have tried this and are still not satisfied with the response then please fill in all the sections of this form and return it to the Head Teacher or Chair of Governors.

Your Name:
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Child's Name .....	Class/Group
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Your Address:
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Contact Details: .....(work)	(mobile) .....	(home)
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Details of Complaint: <i>(Please be as specific as possible, e.g. giving dates, who was involved and where etc)</i>
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*Please attach a continuation sheet/additional information if you wish*

When did you report the problem to the school?

To whom at the school did you report the problem?

What was the response?

Have you complained to the school about this before?                      Yes/No \*(delete as appropriate)

If so, to whom, and when?

What would you like to see done to resolve your complaint and bring the matter to an acceptable closure for yourself and the school?

Signed ..... Date  
.....  
(Parent/Guardian)

**FOR OFFICE USE ONLY**

Date form sent to parent/carer:	Date form received:
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Parent/Carer's Name
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Address
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Child's Name and DOB:	Relationship to Child:
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Tel. No.	Informal Complaint:	Formal Complaint:
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Nature of Complaint
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Informal Action List action taken to resolve informal complaint:
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Outcome of Informal Complaint:
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Formal complaint forwarded to Head Teacher/Chair of governors for action:
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Any other Comments:
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Formal Complaint forwarded to Governing Body for action:
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