



Complaints Policy

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Complaints Policy



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. 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 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 LA. If the school itself cannot resolve a complaint, those concerned can refer the matter to the LA.
- 1.4 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.

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.

How does THIS policy support the development of appropriate British Values?

In our school we teach children to be respectful of each other and we believe that by learning about the differences and beliefs of others we will develop a greater understanding and tolerance. Our 'one word school rule' for each of our primary schools support this aim. The government set out its definition of 'British values' in its Prevent Strategy. We reinforce these regularly and in the following ways:

- Democracy: Democracy is rife in our schools! Pupils have their voices heard through our School Council and Pupil questionnaires. We elect House Captains, our School Council, as well as vote on 'Charity for the Year'.
- The Rule of Law: The importance of Law, i.e. those that govern the class, the school, or the country, are consistently reinforced, as well as when dealing with behaviour and through school assemblies. Pupils are taught the value and reasons behind laws, that govern and protect us, responsibilities this involves and the consequences when laws are broken. Visits from authorities such as the Police; Fire Service; Lifeguards etc. are regular parts of our calendar. Pupils are regularly rewarded for great behaviour with stars, pebbles, house points and praise.
- Individual Liberty: Our pupils are actively encouraged to make choices, knowing that they are in a safe and supportive environment. We educate and provide boundaries for children to make choices safely. Pupils are encouraged to know, understand and exercise their rights and personal freedoms through our E-Safety and PSHE lessons. Pupils are given the freedom to make choices.
- Mutual Respect: Our school ethos and behaviour policy revolves around our core values such as 'Consideration' - our 'one word school rule'. Assemblies relate to what



this means. Posters around the school promote respect for others and this is reiterated through our classroom and learning rules, as well as our behaviour policy.

- Tolerance of those of Different Faiths and Beliefs: This is achieved through enhancing pupils understanding of their place in a culturally diverse society. We offer opportunities to experience diversity through visits to places of worship and year group links to other schools in areas which are different to our own. Assemblies and discussions involving prejudices and prejudice-based bullying are followed and supported by learning in RE and PSHE.

3 The complaints process:

(N.B. In the following situations, if the complaint is against the Headteacher, the Deputy Headteacher will deputise fully, taking responsibility for dealing with the complaint and liaising with the Chair of Governors, instead of the Headteacher.)

Informal Stage – stage 1:

- 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 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 Where parents feel that a situation has not been resolved through contact with the class teacher, 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.

Formal Stage – stage 2:

- 3.3 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. You may wish to keep a photocopy to use later.
- 3.4 The Chair of Governors will review the complaint to be certain that the matter has been dealt with at stage 1. Your complaint will be acknowledged and you will be asked to suggest dates and times for a hearing. You will be given the opportunity to supply further information in writing at least 5 school days before the hearing. You will receive written confirmation of the time, date and venue of the hearing. You may take a friend or representative with you as well as an interpreter, should one be required. Four school days before the hearing you will be sent any papers submitted for the consideration of the panel including the original complaint.
- 3.5 At the hearing the Chair of the panel will introduce the panel members to you and remind you of the following process for the hearing. There will be an opportunity for you to speak to the panel about your complaint. The Governors on the panel may ask you questions about what you have said or written. You will be invited to make a final comment and indicate how you might hope the matter would be resolved. You will then be free to leave the school.
- 3.6 The panel will invite the Headteacher to join them in order to outline the school's position. The Governors on the panel may ask the Headteacher questions about what has been said or put in writing. The Headteacher will have the opportunity to make a final statement. The Headteacher will leave the hearing.



- 3.7 The panel will discuss what they have heard and reach a decision. The Chair of the panel will write to you and the Headteacher within three school days of the hearing to let you know the outcome. The letter from the Chair of the panel will tell you how to proceed if you are not satisfied with the outcome.

The Secretary of State – stage 3:

- 3.8 If you are still not happy, you can address your complaint to the Secretary of State, Department for Education, Sanctuary Buildings, Great Smith Street, London, SW1P 3PT. You should put your complaint in writing and enclose copies of your original complaint and any other relevant papers. The Secretary of State will inform you of how your complaint will be handled.

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 will be reviewed every three years, or before if necessary.

Signed:

Date:

