

Complaints Policy

1 Introduction

- 1.1 We strive to provide a good education for all our children. The Head Teacher 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 LEA. If the school itself cannot resolve a complaint, those concerned can refer the matter to the LEA.
- 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

- 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 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 Head Teacher. The Head Teacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.3 Most complaints can be resolved in discussion with the Head Teacher and very few parental concerns reach the formal complaint stage.

In the unlikely event that you cannot resolve the matter with the Head Teacher, the next stage would be for the School Governing Body to consider your complaint.

A formal written complaint will only be heard when all previous stages have been undertaken and the issue remains unresolved.

If you decide to take this formal action, you will need to write to the Clerk to the Governing Body of the school stating that you wish to make a formal complaint. A small panel of Governors will be convened, who have not been involved previously, to look in detail at the issues you raise. You will be invited to attend a meeting to discuss your complaint. After fully considering your

complaint the Governors will write to you to inform you of their decision.

The address of the Clerk to the Governing Body can be obtained from the school.

For most complaints about a school the decision of the Governors is the last stage in the procedure. However, there are certain types of complaint for which a further stage is open to you.

- 3.4 If the complaint is not resolved, a parent may make representation to the LEA. Further information about this process is available from the school or from the LEA. 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.
- 3.5 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.

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.
- 4.3 This policy is reviewed every two years, or before if necessary.