

Hadnall C.E. Primary School

Complaints Policy

1. Introduction

We believe that our school provides a good education for all our children, and that the headteacher 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

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

How to share a concern

Stage 1 – informal conversation with class teacher

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. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

What to do if the matter is not resolved through informal discussion

Stage 2 – referral to the headteacher

Where a parent feels 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. The complaint will be formally recorded, the complaint will be acknowledged in writing within 5 working days. Most complaints are normally resolved at this stage. The Chair of Governors is informed of any formal complaints.

Stage 3 – referral to the Chair of Governors – Complaints Committee

If after discussion with the headteacher under stage 2, the matter is still not resolved, the matter will be referred to the Chair of Governors. The complainant will need to write to the chair of Governors (Mr Neil Duxbury - 2009) outlining the complaint and the actions already taken by the school to resolve the matter. The name and address of the current Chair of Governors is available on the school website or available through the office. The Chair will acknowledge receipt of the complaint within two days. The Chair of Governors may choose to discuss the matter directly with the complainant or refer the matter to the schools Complaints Committee to investigate the matter. The panel will be made up of between 3 and 5 members of the Governing Body.

The Complaints Committee can:-

- Dismiss the complaint in whole or part
- Uphold the complaint in part or whole
- Decide on appropriate action to resolve the complaint
- Recommend changes to the school's systems or procedures to ensure that similar problems do not recur.

After hearing all the evidence, the governors consider their decision and inform the parent of their decision in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.

Complaint about the headteacher

Should a parent have a complaint about the headteacher, s/he should contact the Chair of Governors as in stage 3 above.

Who to appeal to next

If the complaint is not resolved, a parent may make representation to the LA. Further information about this process is available from the school or from the LA. An independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint, chairs a further meeting. 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

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. 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.

This policy was written in May 2009 and will be reviewed in May 2012.