



## COMPLAINTS POLICY

<b>Committee Responsible:</b>	Teaching and Learning Committee
<b>Person Responsible:</b>	Headteacher
<b>Date Approved by FGB:</b>	February 2018
<b>Date for Review:</b>	September 2019

Signed.....

Date.....



## Contents

1. Introduction
2. Informal Process
3. Formal Process
4. Monitoring and Review
5. Complaints Not in Scope of the Procedure

### 1. Introduction

The Headteacher and staff genuinely want to provide a good education for all the children in their school and they try to build positive relationships with all parents to help achieve it. However, there may be situations where parents feel aggrieved or disagree about something the school does or doesn't do. Hopefully, this can usually be settled by informal dialogue. But when this fails to resolve the parent's concern, a formal complaint can be made.

### 2. Informal Process

Parents are requested to try the informal route first as follows:

- If the concern is about something in the classroom or school, the parent should talk to the classroom teacher to see if she can resolve it.
- If the concern is about a member of staff, or the classroom teacher has been unable to resolve the complaint to the satisfaction of the parent, they should arrange to see the Headteacher.
- If the concern is about the Headteacher or he has been unable to resolve the complaint, they should make an informal approach to a member of the Board of Governors to see if it can be resolved through dialogue.

### 3. Formal Process

Only if the informal route has failed should the formal one be resorted to, as follows:

- Write to the Chairman of the Governing Body, stating the nature of the complaint and how the school has handled it so far. The Board is required to consider a written complaint within three weeks of its receipt.
- The Governing Body will arrange a meeting to discuss the complaint and invite the person making it to attend, giving at least three days' notice.



- After hearing all the evidence, the Board will meet in private to make a decision which will be communicated to the complainant in writing. The Governors will do all they can to resolve the complaint.
- If the complainant feels that the complaint has not been dealt with to their satisfaction they can write to: The School Complaints Unit (SCU) Department for Education, 2nd Floor, Piccadilly Gate, Manchester, M1 2WD.

#### 4. Monitoring & Review

The Headteacher logs all complaints received and records how they were resolved. Governors monitor the records and review them on an annual basis to ensure all complaints are handled properly. This policy is reviewed annually to take account of local or national changes that affect the complaints process.

Note: The School Business Manager can clarify the procedure and supply any contact details on request.

#### 5. Complaints Not in Scope of the Procedure

**Exceptions** from the procedure are listed below, for which there are separate (statutory) procedures.

<b>Exceptions</b>	<b>Who to contact</b>
<ul style="list-style-type: none"> <li>• Admissions to schools</li> <li>• Statutory assessments of Special Educational Needs (SEN)</li> <li>• School re-organisation proposals</li> <li>• Matters likely to require a Child Protection Investigation</li> </ul>	<p>Concerns should be raised direct with local authorities (LA). For school admissions, it will depend on who is the admission authority (either the school or the LA). Complaints about admission appeals for maintained schools are dealt with by the Local Government Ombudsman.</p>
<ul style="list-style-type: none"> <li>• Exclusion of children from school</li> </ul>	<p>Further information about raising concerns about exclusion can be found at: <a href="http://www.gov.uk/school-discipline-exclusions/exclusions">www.gov.uk/school-discipline-exclusions/exclusions</a>.</p>
<ul style="list-style-type: none"> <li>• Whistleblowing</li> </ul>	<p>Schools have an internal whistleblowing procedure for their employees and voluntary staff. Other concerns can be raised direct with Ofsted by telephone on: 0300 123 3155, via email at: <a href="mailto:whistleblowing@ofsted.gov.uk">whistleblowing@ofsted.gov.uk</a> or by writing to: Whistleblowing Hotline</p>



	(WBHL), Ofsted Piccadilly Gate Store Street Manchester M1 2WD. The Department for Education is also a prescribed body for whistleblowing in education.
<ul style="list-style-type: none"><li>• Staff grievances and disciplinary procedures</li></ul>	These matters will invoke the school's internal grievance procedures. Complainants will not be informed of the outcome of any investigation.
<ul style="list-style-type: none"><li>• Complaints about services provided by other providers who may use school premises or facilities.</li></ul>	Providers should have their own complaints procedure to deal with complaints about service. They should be contacted direct.

-000-