



EASTNOR PAROCHIAL PRIMARY SCHOOL

*'Inspire and Achieve'*

PROCEDURE FOR COMPLAINT MANAGEMENT

Written: November 2015

Last Review:

Next Review: November 2018

# **Complaints Procedure**

## **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.

1.2 If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.

1.3 We deal with all complaints in accordance with procedures set out by the LEA. If the school cannot resolve any complaint itself, those concerned can ask the LEA to intervene.

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 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**

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. 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.

3.2 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 head-teacher. The head-teacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

3.3 Should a parent have a complaint about the head-teacher, s/he should first make

an informal approach to the Chair of Governors, who is obliged to investigate it. The Chair will do all they can to resolve the issue through a dialogue with the school, but if a complainant is unhappy with the outcome, they can make a formal complaint, as outlined below.

3.4 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.

3.5 The governing body must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

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

3.7 If the complaint is not resolved, the complainant 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.

3.8 If any complainant 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.

Signed:

Date:

## Eastnor Parochial Primary School Complaints Form

Please complete and return to \_\_\_\_\_ (Complaints Co-ordinator) who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name (if relevant):

Your relationship to the pupil (if relevant):

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.  
(If appropriate: Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:
Date:
Official use Date acknowledgement sent:
By who:
Complaint referred to:
Date:

### Summary for Dealing with Complaints

Stage 1 – (Informal) Complaint heard by staff member (though not the subject of the complaint)

If not resolved, then escalate to

Stage 2 – (Formal) Complaint heard by head-teacher

If not resolved, then escalate to

Stage 3 – (Formal) Complaint heard by Chair of Governors

If not resolved, then escalate to

Stage 4 – (Formal) Governor’s complaints panel meeting

Stage 5 – If the complaint is not resolved, a complainant may make representation to the LEA.

If not resolved, then the final stage of appeal is to the Secretary of State for Education.