



COMPLAINTS POLICY

LEANEY PRIMARY SCHOOL

COMPLAINTS POLICY

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.

OVERVIEW

At Leaney Primary School we attempt to ensure that complaints do not arise by ensuring good lines of communication are maintained internally within the school and externally with parents and outside agencies. The Principal and staff of Leaney Primary School believe that our school provides a good education for all our children and that we 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 from parents. The following policy sets out the procedure that the school follows in such cases.

It is our firm belief at Leaney Primary School that all partners in the education of our children have the development of the child as their chief goal. Accordingly, as all partners – school, parents/carers and outside agencies start from this premise, we believe that all issues can be addressed via clear communication and open dialogue. Our aim is always to provide a safe, secure and happy educational environment for our pupils.

When parents and teachers treat each other with mutual respect and support, this provides a very good role model for all our children.

If a parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to contact their child's teacher to resolve the matter. Most issues can usually be quickly resolved via a telephone conversation or a written note. **N.B. Please note that class teachers will not be available to take telephone calls during teaching time. A message can be left at the school office and if necessary the teacher will return the call as soon as possible.** If the issue is not resolved or is of a more serious/urgent nature a parent should contact the school to request a face to face meeting with the child's class teacher.

We ask that any requests for face to face meetings follow the steps below. These steps have been put in place to ensure the smooth running of the school and that the most appropriate member of staff deals with your concerns -

THE COMPLAINTS PROCESS – Who should deal with my complaint?

1. CLASS TEACHER - If a parent has a concern about anything to do with the education that we are providing at our school, they should, in the first instance, arrange a meeting to discuss the matter with the child's class teacher. The class teacher is generally best placed to advise on such issues and/or to explain classroom practices.

This may require several meetings over a period of time, especially if the concern reoccurs. Most issues can be dealt with in this way. All our teachers make every effort to ensure 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.

If it is clear that the issue requires longer discussion, the teacher may ask you to make a further appointment.

Such appointments should generally be made in advance to ensure that the class teacher is free to give the matter the appropriate time and attention and also that there is no interruption to class lessons or the other duties required of a teacher. Such appointments will be made as soon as possible after any request is made. This request can be made by contacting the school office (028 2766 2666) or by contacting the class teacher.

2. PRINCIPAL - Where a parent feels that a situation has not been resolved through a period of on-going contact and consultation with the class teacher, or that their concern is of a sufficiently serious or confidential nature, they should make an appointment to discuss it with the Principal. The Principal will intervene and may arrange/facilitate a meeting with those involved. Discussions and agreements will be documented and, if necessary, a review date set to monitor, evaluate and review progress. The Principal considers any such complaint very seriously and investigates each case thoroughly. If necessary, a review date will be agreed to monitor, evaluate and review the outcomes of this process.

3. CHAIR OF GOVERNORS - Should a parent have a complaint about the Principal, or is not satisfied that the complaint has been resolved at school level, s/he should first make an informal complaint to the Chair of the Board of Governors, who is obliged to investigate it. This request should be made in writing, addressed to Mrs T. Pollock M.B.E. (Chair of the Board of Governors) and delivered to the school office. The Chair will do all she can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome s/he can make a formal complaint, as outlined below.

4. BOARD OF GOVERNORS - 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, addressed to the Secretary to the Board of Governors c/o Leaney Primary School, 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 the Board of Governors.

After hearing all the evidence, the governors consider their decision and inform the parent in writing of their decision and, if necessary, any further action to be taken.

5. N.E.E.L.B. - If the complaint is not resolved, a parent may make representation to Schools’ Branch, N.E.E.L.B.. Further information about this process is available from the N.E.E.L.B. website.

MONITORING AND REVIEW

Governors take into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy. This policy was agreed by the Board of Governors of Leaney Primary School and is made available to all parents so that they can be properly informed about the complaints process.