



Newtown Soberton Infants School

Complaints Policy and Procedure

Purpose

The school operates an open door policy and we welcome parent's comments and suggestions whether positive or negative. We value all feedback as we can use it to inform future planning or decisions.

However, if any parents have a serious concern about an educational matter regarding their child this policy sets out the procedures we use to deal with complaints, our priority will always be to remain sensitive to the needs of any child(ren) involved.

Aims

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be investigated thoroughly and fairly.
- We will keep you up to date with progress at each stage.
- You will be told what actions will be taken to resolve the matter.

Procedures

*Note: Where, in the first instance, a complaint is made to a governor, the governor will refer the complainant to the complaints procedure. Governors **will not** act unilaterally on an individual complaint outside of the complaints procedure or be involved at an early stage.*

Stage 1

We would always hope that any issues can be dealt with informally through discussion with the relevant teacher, Senior Teacher, Head teacher or the Chair of Governors.

If you wish to make a complaint, the first stage is to contact us by telephone, in person or in writing. We encourage you to address your initial concerns to the member of staff that your complaint directly relates to.

If your complaint is about a member of staff you will need to speak to the Head teacher, if your complaint is about the Head teacher you will need to speak to the Chair of Governors.

We hope that most complaints can be settled quickly and informally, either through agreed actions or providing clarification. A timescale for feedback will be agreed to provide an update on actions.

Stage 2

If after following Stage 1 you remain dissatisfied you will need to put your complaint in writing for the attention of the Head teacher (or Chair of Governors if it relates to the Head teacher). Please use the form in **Appendix 1**.

Your complaint will be investigated thoroughly and you will be invited in to discuss the findings and actions from the investigation within 5 days. Following the meeting you will receive a written report summarising the main points discussed and actions agreed or taken.

If the complaint requires an in-depth investigation, the Head teacher (or COG) will acknowledge this and inform you that a full response will take longer than usual. However, a response will be made within a maximum of 20 working days.

We anticipate that most cases will be dealt with satisfactorily at this stage. However, if a parent or carer remains dissatisfied the Head teacher will pass the details of the complaint to the COG where Stage 3 will commence.

If the complaint has been dealt with by the Chair of Governors at Stage 2 or the Chair of Governors has been involved in informal discussions around the complaint then Stage 4 will commence.

Stage 3

At this stage, all paperwork related to the complaint will be passed to the Chair of Governors who must have had no previous involvement in the matter. The Chair of Governors will review the paperwork and either:

- Uphold the Head teachers decision
- Refer the matter to the Governing Body's Complaints Panel (Stage 4)

The Chair of Governors will write and inform you of their decision within 5 working days.

Stage 4

You will be asked to write to the Clerk of the Governing Body detailing the issues and explaining why you are not satisfied with the outcomes of the previous stages and requesting that the complaint be put before the Governor's Complaints Committee.

The Chair will then appoint 3 Governors who have had no previous involvement with complaint. You will receive 5 days' notice of the time and date of the meeting of the committee. You have a right to attend this meeting and be accompanied by a friend or relative. The Head teacher will also be invited to the meeting. You will be given the opportunity to submit additional supporting information prior to the meeting. The panel will then meet with all parties to consider both written and oral submissions.

The outcome could be:

- The complaint is dismissed in whole or part
- The complaint is upheld in whole or part
- Actions are decided to resolve the complaint
- Recommendations are made to the school's systems or procedures to ensure that problems of a similar nature do not reoccur

Stage 5

In exceptional circumstances, where issues cannot be resolved by previous stages, you will be advised to pursue your complaint by writing to the Department for Education.

Vexatious Complaints

Complaints become vexatious when they are:

- Repeatedly and obsessively pursued
- Unreasonable or seeking unreasonable outcomes
- Reasonable but pursued in an unreasonable manner

In such cases the school may decide to restrict communication to formal letter only and for all formal communication to be through a named member of staff. If a conclusion has been reached about a complaint but the complainant continues to pursue it, the school will reiterate that the matter is now concluded and state that future correspondence will be read and filed but there will be no acknowledgement.

Abusive Complaints

Verbal and physical aggression will not be tolerated; all parties are entitled to courtesy and respect. In such instances the school will restrict further contact to senior staff (or the Chair of Governors) and the matter may be referred to the police. Repeated aggressive behaviour will be reported to the police and may result in a ban from the school site for the individual.

Anonymous Complaints

In general, anonymous complaints will be ignored by the school unless there is evidence that the issue and the fear of identification are genuine or that the issue is one of Child Protection.

This was policy written in

Summer 2 2015

Date to be reviewed

Summer 2 2018



Appendix. 1.

Complaint Form

Please complete and return to the school office, in a sealed envelope, addressed to the relevant person. (see stages in the policy)

Your name:

Pupil's name:

Your relationship to the pupil:

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.
(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: