

KIWI SCHOOL COMPLAINTS POLICY

Aims and Objectives

We believe that Kiwi School provides a good education for all our children, and that the Head teacher and other staff members work very hard to build positive relationships with all parents and children. However, the school has procedures in place in case you have a complaint. Our policy is always to listen to your complaint seriously and to give everyone involved a fair chance to be heard. 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. The following policy sets out the actions that the school will follow in the case of a complaint. We always aim to try to resolve any complaint through conversation and listening to each other before escalating things to a more formal level. In all cases, we put the interests of the child above all other issues and we aim to deal with any concerns objectively and impartially.

What to do if you have a complaint

If you or any parent or carer is unhappy or concerned with the education that a child is receiving, or has any questions relating to the school, you should talk to the child's class teacher as a first step. All teachers work very hard to ensure that every child is happy at school and is making good progress. They always want to know if there is a problem, even if you feel it will be a difficult conversation. At all times any issue you wish to discuss will be treated in strict confidentiality. Most matters of concern can be dealt with in this way.

Should you feel that a complaint has not been resolved through contact with the class teacher, or if you feel the issue is serious enough, you are welcome to make an appointment to discuss the matter with the Head Teacher. The Head Teacher will consider all complaints in confidence and will investigate each case thoroughly. The Head Teacher may then deal with the matter directly or refer it to another member of staff to take forward to achieve a resolution.

If you have raised the issue with the Head Teacher and are not satisfied with the response you can also raise any concerns with the school Governors via the Chair. The Governors are all volunteers whose role is to oversee the smooth running of the school in the best interests of the children. Some are parents of children at the school. The Chair of Governors can be contacted by writing a formal letter which can be either posted to the school, or handed in person to the school Business Manager.

The Governing Body must consider and investigate all complaints within 28 days of receiving them. They may convene a Governing Body Complaints Panel. This is when a number of governors (normally 3) arrange a meeting to discuss the complaint and where everyone involved will be given the opportunity to express their concerns in person and submit any evidence. You will get at least 7 days' notice when being invited to such a meeting and the Governors will try to find a time of day that is convenient for all involved. The Complaints Panel will act independently and with an open mind and shall decide what, if any, action needs to be taken to resolve a complaint.

The Governing Body Complaints Panel will, after considering all the evidence, inform you in writing of their findings within 7 days. All will be done at this stage to resolve

the complaint to the complainants' satisfaction. The Panel may do one of the following:

- Dismiss the complaint in whole or in part;
- Uphold the complaint in whole or in part;
- Decide on the appropriate action to be taken to resolve the complaint
- Recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not happen again

We deal with all complaints in accordance with guidelines we are given by Wiltshire County Council. If having exhausted the methods described above, you still feel the school cannot resolve your complaint you have the right to ask the Council to look into it for you. As a very last resort you have the right to appeal to the Secretary of State for Education if you feel your complaint has not been properly addressed (although we would hope things would never go that far).

Complaints against the Head Teacher

Complaints or concerns about the Head Teacher should be made directly to the Chair of Governors via a formal letter. The Chair of Governors can be contacted by writing a formal letter addressed to him or her via the school.

Complaints against a school Governor

Complaints against a school governor should be made either to the Chair of Governors via a formal letter, or by making an appointment to speak to the Head Teacher.

Timelines

There may be occasions, such as when a complaint is received during school holidays, that the Head Teacher or Chair of Governors may decide the school cannot reasonably respond to a complaint within the normal timelines described in this document. In such cases the school will still do everything it can to address complaints quickly and efficiently.

Monitoring and Review

The Governing Body regularly monitors and reviews the Complaints Procedure, in order to ensure that all complaints are handled properly. The Head Teacher keeps a log of all complaints received by the school and records how they were resolved. This log is reviewed by the Governing Body on an annual basis.

Governors will take in to account any local or national decisions that affect the complaints process, and make any modifications necessary to this procedure. This procedure is made available to all parents, so that they can be properly informed about the complaints process.

COMPLAINTS POLICY FLOWCHART

