



POLICY FOR COMPLAINTS

Introduction

Policy Ratified: Due to be ratified November 2016

Policy Review Date: November 2018

Policy or Subject Co-ordinator: Robin Archibald

This policy is accessible to:

all staff (permanent, temporary, supply or otherwise)

advisers/inspectors

parents (on request)

Broadfields Primary School Governors.

All staff have access to a copy saved on the school website.

The policy can also be found in the master policy file in the school office.

Complaints Policy

AIMS

To affirm and exemplify the spirit of partnership with parents within which the school operates.

To ensure that parents can easily inform the school of complaints or concerns.

To ensure a positive and appropriate response from the school within the quickest possible time.

To affirm and exemplify a fair and supportive framework for staff where complaints are made against them.

To ensure consistent responses in the handling of complaints by school staff and Governors.

POLICY

The school works hard to maintain the highest standards in all that it provides. We welcome comments from parents, and are always glad to receive their concerns or complaints directly and in person.

Parents' complaints and concerns are received in a positive spirit of co-operation, and we ask that they are made in a similar way.

We investigate, and respond to complaints and concerns in the quickest possible time.

All complaints are handled in strictest confidence.

The school's attitude to a pupil is never affected by his/her parent making a complaint.

Any person complained against has equal rights with the person making the complaint.

The school will seldom wish to involve a pupil directly in a complaints procedure.

The school monitors and reviews its system for handling complaints from parents.

Parents are notified of the School Complaints Procedure.

The stages in The Schools' Complaints Procedure are summarised overleaf.

Summary of Complaints Procedure

Stage 1 INFORMAL

Discussion of concerns with Class Teacher or Headteacher depending on nature of concern.

If necessary, the Headteacher investigates.

Class Teacher or Headteacher notifies outcome of investigation to parents, saying that if they are not satisfied, they may return for further discussion.

If further discussion fails to provide satisfaction, the Headteacher advises parents that they may complain in writing, to the Chair of the Governing Body.

Stage 2 FORMAL

Chair of the Governing Body, discusses the complaint with the Headteacher.

Chair sends written summary of findings to parents together with his/ her decision.

If the parents are not happy with the Chair's decision they may ask for the matter to be referred to the Governing Body's Complaints committee;

The Complaints Committee considers the complaint and reaches a decision; the parents are informed of the decision and told that if they are not satisfied with the decision, they may submit an appeal to the Governing Body's Appeals Committee.

Stage 3 APPEAL

Parents notify the Clerk to the Governing Body that they wish to appeal against the decision of the Governing Body's Complaints Committee;

The Appeals Committee decides whether or not to uphold the decision of the Complaints Committee;

The parents are notified of the decision of the Appeals Committee.

BROADFIELDS PRIMARY SCHOOL

Expressing a Concern: Notes for Parents

The School works hard to maintain the highest standards in all that it provides. We welcome comments from parents, and are always glad to receive their concerns or complaints directly and in person.

If you have a concern

Please tell us about it so that we can talk with you and see how best to resolve any problem. Please do not delay telling us of your concern. It is difficult for us to investigate properly an incident or problem which is more than a day or two old.

All complaints and concerns are treated in strictest confidence.

Parents' complaints and concerns are received in a positive spirit, and we ask that they are made in a similar way.

Whatever your concern or complaint, our work with your child will not be affected in any way.

After hearing your concern we shall act as quickly as we can. Please allow time for any action we may take to be effective.

What to do first

Please contact your child's Class Teacher or the Headteacher, depending on the nature of your concern. It may be possible for you to see the Teacher or Headteacher straight away but usually it is better to make an appointment so that you can sit and talk things through.

The Teacher or Headteacher will investigate your concern as quickly as possible, take any necessary action and report back to you.

We expect to resolve most difficulties at this stage, but if you are unsatisfied you may press your concern further.

What to do next

If you are still unhappy, please refer (or refer again) to the Headteacher.

After your discussion with the Headteacher you may have to wait a short time while further investigations are carried out.

Every effort will be made to resolve the situation as quickly as possible and the Headteacher will send you a written response.

If you are still unhappy

The problem will normally be solved by this stage. However, if you are still not satisfied you may wish to contact the Chair of the Governing Body -

Mr David Drimer - ddrimer@broadfields.net

If the Headteacher has taken all reasonable action, and is unable to resolve the situation, he or she may also refer the matter to the Chair of Governors.

The Chair of the Governing Body will discuss the matter with the Headteacher and may arrange for a further investigation. The Chair of the Governing Body will then write to you and say what has been decided in response to your complaint.

Further action

The Chair of the Governing Body, or you, may ask for your complaint to be heard by the Complaints Committee of the Governing Body.

The Complaints Committee would listen to you, to the Headteacher and others involved and come to a decision.

Finally, if you are not happy with the decision of the Complaints Committee you may send a written request to the Clerk of the Governing Body for the Governors' Appeals Committee to consider your appeal.