

HOLLINGWOOD PRIMARY SCHOOL

Complaints Policy

Introduction

We strive to provide a good education for all our children. The headteacher and staff work very hard to build positive relationships with all parents and carers. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.

If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school they should follow the complaints procedure detailed below.

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. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, investigated and then resolved.

Complaints Procedure

1. Appropriate member of staff

- Parents should be given the opportunity to discuss their concerns with an appropriate member of staff, such as the class teacher.
- In many cases parents' concerns and complaints are resolved at this early part of the informal stage. Should this not be the case an appointment should be made with the relevant Key Stage Leader.
- If the concern remains unresolved the staff member should advise the parent that they should bring the matter to the attention of the Headteacher.

2. Headteacher. The Headteacher should:

- Meet with the person making the complaint and obtain full details of the complaint.
- Discuss this with the member of staff involved.
- Where a complaint concerns a pupil that pupil should normally be interviewed.
- Ensure written records are kept of all meetings, telephone discussions, and any other relevant documents.
- Consider all the facts and reach a conclusion.
- Contact the person making the complaint giving a full explanation of the decision, the reasons for it and, where appropriate, what action the school proposes to take.
- Log all complaints received by the school and record how they were resolved.
- It may be appropriate for the Headteacher to delegate this role to a Deputy Headteacher. If the matter remains unresolved the parent may make a written formal complaint to the Governing Body.

3. If a complaint is deemed sufficiently serious by the Headteacher it will be referred directly to the formal procedure.

4. The Governing Body will take the following action for complaints:-

- The Governing Body will in the first instance arrange to meet with the complainant in order to attempt to resolve the issue informally. If unable to do so the formal procedure will be implemented.
- Appoint a complaints committee who will have delegated powers to investigate and make decisions about the referred complaint.
- All written complaints must be dealt with by the Governing Body within 3 weeks of receipt.
- Deal with all matters according to regulations of The Governing Body.
- Where a complaint is initially sent to the Chair of Governors she/he should refer the matter to the Headteacher for it to be dealt with as per the above procedures.

5. If a complaint cannot be resolved through the above procedure parents may make representation to the Local Authority.

If any parent is still not content that the complaint has not been dealt with properly they are entitled to appeal to the Secretary of State for Education.

Complaint against the Headteacher

A complaint against the Headteacher should be referred straight to the Chair of Governors.

- This will require the Chair to speak with the person making the complaint and the Headteacher to ascertain whether or not the complaint can be resolved at this informal meeting.
- If the matter cannot be resolved the Chair should then refer the complaint straight to the Complaints Committee.
- If the Chair has some prior involvement in the matter, which is being complained of, he or she should ask the vice-chair to undertake this role instead of the Chair.

..... Headteacher

..... Reviewed by

..... Governor

Revised: Spring 2014

Review Date: Spring 2019