



RUSKIN JUNIOR SCHOOL

RUSKIN JUNIOR SCHOOL COMPLAINTS POLICY

Ruskin Junior School is committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening to the views of our parents and other stakeholders. Therefore we aim to ensure that:

1. Making a complaint is as easy as possible;
2. We treat as a complaint any clear expression of dissatisfaction with our service which calls for a response;
3. We treat it seriously whether it is made in person, by telephone, by letter, by fax or by e-mail;
4. We deal with it promptly, politely and, where appropriate, informally (i.e. by telephone);
5. We respond in the right way – focusing on resolution and service review rather than Blame;
6. We learn from complaints, use them to improve our service, and publish information on complaints – i.e. in the governor's minutes.

The process for raising a complaint is a stage approach which is detailed in Appendix 1.

You can make a complaint in writing, by fax, by e-mail, by telephone or in person (by Appointment only). If you are writing, faxing or e-mailing your complaint please provide your telephone number, if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is required and, if not please provide a full postal address.

For postal complaints please mark your envelope "FAO Headteacher – Grievance".

The Headteacher can be reached at:

Ruskin Junior School, Wordsworth Drive, Swindon, SN2 7NG

Tel: 01793 332107

Fax: 01793 823279

E-mail: head@ruskin-jun.swindon.sch.uk

What happens next?

1. The Headteacher or designated senior member of staff will confirm receipt of the Complaint within 2 working days and outline the timescale for full response, usually 5 days or less. In exceptional circumstances, this may extend to 20 days depending on the nature of the complaint. The Headteacher or appropriate designated member of staff will usually arrange a meeting with the parent so that all details may be covered.
2. That full reply will include details of who to contact if you believe that your complaint hasn't been dealt with properly. This will normally be the Headteacher.
3. If the parent or other is still concerned, they should write to the Chair of

Governors outlining the reasons for pursuing the matter beyond the Headteacher's response and enclosing relevant paperwork. The same timescale will exist as at Stage 1. A log will be kept of complaints to the Chair of Governors by the Clerk to the Governors.

The Chair of Governors will acquaint himself with the case and try to organize a conciliation process. The Chair must decide whether the issues:

- i. Are delegated to the Headteacher by the governing body; or
- ii. Fall within the governing body's remit only; or
- iii. Are within the Headteachers's terms and conditions of employment and relate to the internal organization, management and control of the school.

For delegated responsibilities and matters within the remit of the governing body, the chair may look at the whole issue afresh.

If the matter relates to the Headteacher's conduct, the Chair of Governors will need to decide whether the matter should be dealt with through the complaints procedure or staff disciplinary procedure. Advice can be sought from the LA Complaints Advisor or Education Personnel Services.

For matters that are the Headteacher's responsibility, the Chair of Governors is only employed to look at whether the Headteacher's decision or action was reasonable in the light of the information available at the time.

4. In the rare circumstances that a parent or other is unhappy with the outcome, the Chair of Governors will offer the right to appeal to the governing body's complaints panel. This should be done in writing through the Clerk to the Governing Body.

5. Subjects to paragraph 6 and 7 below the Headteacher may be present at the meeting of the governing body or committee convened to consider a complaint.

6. Where the complainant chooses to attend in person, the usual order of proceedings shall be as follows:

- a. The chairman of the governing body (or committee) will welcome the complainant, any representative and introduce those present.
- b. The complainant may, if he or she chooses, restate the nature of the complaint.
- c. The complainant may be asked questions by the governing body (or committee) and by the Headteacher.
- d. The Headteacher may be asked to make a statement to the governing body (or committee) regarding the matter complained of and may be asked questions by the governing body (or committee) or by the complainant.
- e. The complainant may, if he or she so chooses, summarise the complaint.
- f. The Headteacher, complainant and any friend or representative they have brought will be asked to leave.

7. The governing body (or committee) shall consider the complaint at the meeting and any relevant information or factors. They shall only reach a decision after the Headteacher and where relevant, the complainant and any friend or representative of either individual has withdrawn. The governing body (or committee) shall decide;

- To reject the complaint; or
- To uphold the complaint; or
- To investigate the complaint further

8. The clerk shall inform the complainant and the Headteacher in writing within 5 school days:

- Of the decision reached by the governing body (or committee) under paragraph 6 and the reasons for the decision.
- If the complaint was upheld, or any action taken or proposed, including details of any request to those complained against. To take particular actions to resolve the complaint; where the complainant is dissatisfied with action taken or proposed to remedy the complaint, he/she may wish to pursue the matter further with the Headteacher, the governing body, of the committee as appropriate.
- Where the governing body's response has failed to satisfy the complainant, the fact that further recourse lies in a complaint to the Secretary of State under section 68 or 99 or the 1944 Act which will be pointed out to the complainant.

9. Where under paragraph 7 the governing body (or committee) decides to investigate the complaint further, the clerk shall inform the complainant of the steps to be taken and of the progress made. Any subsequent meeting of the governing body (or committee) shall be subject to the provisions described above in so far as they are relevant.

10. The Secretary of State may require the governing body (or committee) to make annual returns to the Department for Education giving the number of formal complaints dealt with and their outcomes. These returns will not identify individual complainants.

11. If you have any questions about the procedures described above, you may wish to contact the Clerk of Governors who will be able to advise you further.

Clerk to the Governors
Ruskin Junior School
Wordsworth Drive
Swindon SN2 7NG

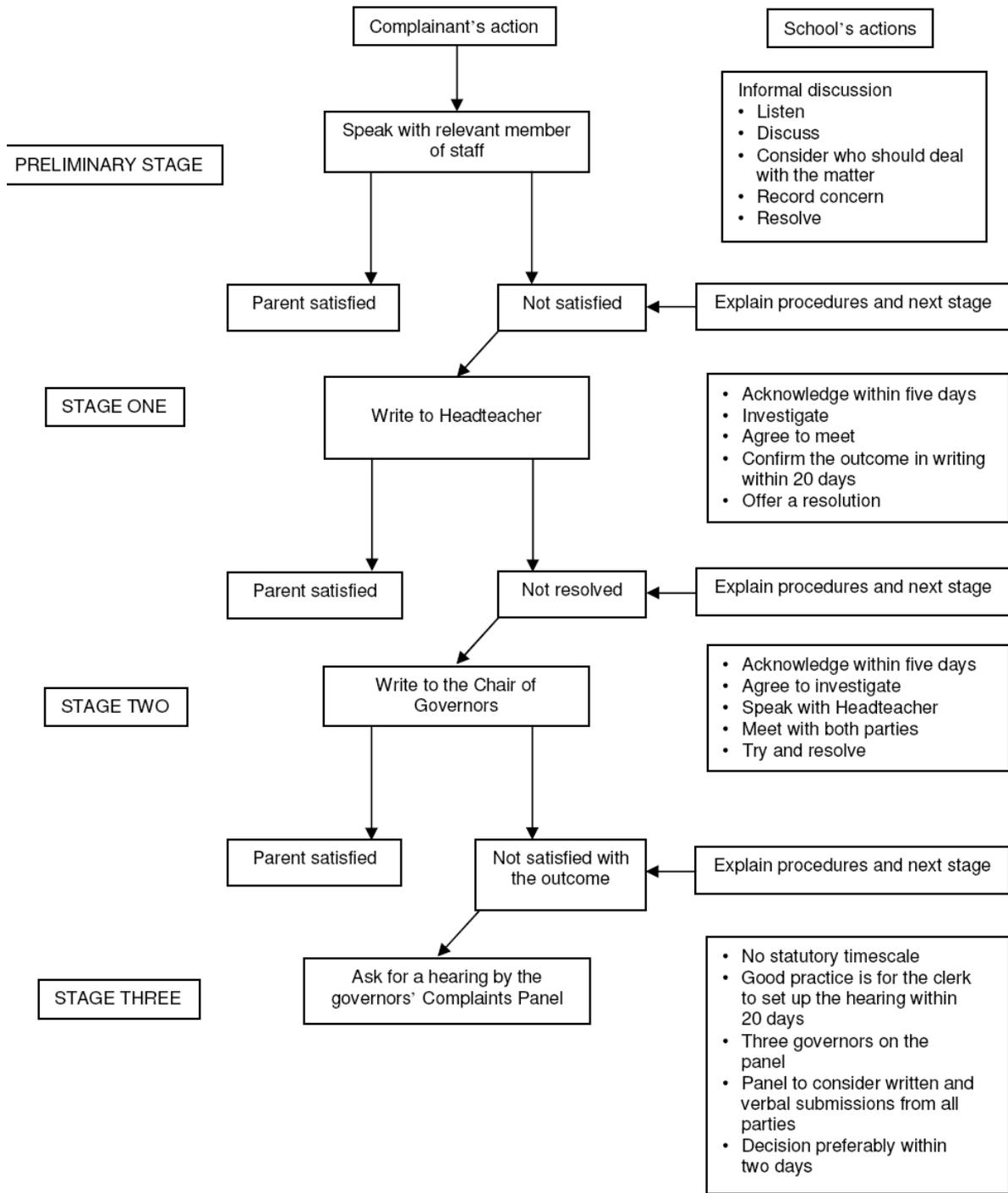
The complainant may make his or her representations at each stage of the procedures in person, accompanied by a friend if so desired. Where appropriate, steps will be taken to ensure that information is available to complainants in languages other than English and arrangements for an interpreter to be present during any oral representations.

Signed..... Signed.....

Headteacher
Date: Date:
SEP 2017

Chair of Governors

STAGED APPROACH TO HANDLING COMPLAINTS



This is the final stage in the school's internal complaints procedures.

