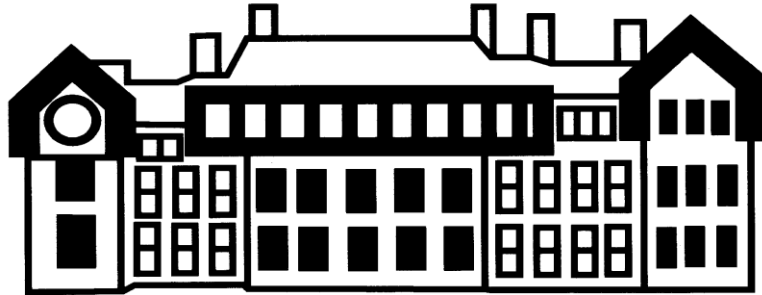


**GORDON**



**SCHOOL**

# **Complaints Policy**

**Ratification date: March 2017**

**Review date: March 2020**

**Signed \_\_\_\_\_ Headteacher**

**Signed \_\_\_\_\_ Chair of Governors**

## Complaints Policy

This policy should be used in conjunction with the DfE School Complaints Toolkit 2014 and the Best Practice Advice for School Complaints Procedures 2016.

### 1, Introduction

We are required, under Section 29 of the Education Act 2002, summarised in Annex A, to have in place a procedure to deal with all complaints relating to the school and to any community facilities or services that the school provides. This does not limit complainants to parents or carers of pupils registered at a school. A complainant could be a member of the wider community or representing an ex-pupil. The law also requires the procedure to be published.

### 2, Aims

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. Gordon Primary School is committed to taking concerns seriously. We aim 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 everything else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### 3, The Complaints Process

The Gordon Primary School Complaints Policy has four main stages. In summary they are as follows:

- Stage 1 (informal): concern heard by an appropriate staff member
- Stage 2 (formal): complaint heard by the Headteacher
- Stage 3 (formal): complaint heard by the Chair of Governors
- Stage 4 (formal): complaint heard by the Governing Body's Complaints Appeal Panel.

#### **Stage 1 – concern heard by staff member.**

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact with their child's class teacher. On some occasions the concern raised may require investigation, or discussion with others, in which case the parent will receive an informal but informed response within two days. The vast majority of concerns will be satisfactorily dealt with in this way. However, if the parent is not satisfied with the result at Stage 1, they should please write to or call the school within 10 school working days. The school will then look at the complaint at the next stage.

#### **Stage 2 – complaint heard by the Headteacher.**

The Headteacher may delegate the task of collating the information to another senior staff member but not the decision on the action to be taken. The Headteacher will arrange for the complaint to be acknowledged within five school working days of receiving it and a meeting may be convened to discuss the matter further. Following the investigation the Headteacher will provide a written response within ten school working days of sending the acknowledgement. However, if the complaint is complex and warrants a lengthy and

detailed investigation, this can be extended to a maximum of 20 school days. The school will provide details of the new deadline and an explanation for the delay. If the parent is not satisfied with the result at Stage 2 they should write to the school within ten school working days of getting the Headteacher's response. The school will then look at your complaint at the next stage.

**Stage 3** – complaint heard by the Chair of Governors (or in their absence, the Vice Chair). If the matter has not been resolved at Stage 2 or the complaint is about the Headteacher, then the Chair of Governors will need to be informed. This should be done in writing via the school office in a letter addressed: *For the Attention of the Chair of Governors*. The Chair of Governors will arrange for the complaint to be acknowledged within five school days of receiving it and a meeting may be convened to discuss the matter further. Following an investigation, the Chair of Governors will aim to provide a written response within ten school days of sending out the acknowledgement. However, if the complaint is complex and warrants a lengthy and detailed investigation, this can be extended to a maximum of 20 school days. The school will provide details of the new deadline and an explanation for the delay. If the parent is dissatisfied with the result at Stage 3, they will need to let the school know within ten school days of getting the response. The school will then look at the complaint at the next stage.

**Stage 4** – complaint heard by Governing Body's Complaints Appeal Panel. If the matter has still not been resolved at Stage 3, then the parent will need to contact the Clerk to the Governors giving details of the complaint and asking that it is put before the appeal panel. This should be done in writing via the school office in a letter addressed: *For the Attention of the Clerk to the Governors*. Should the Chair have been involved at any previous stage in the process a nominated Governor, impartial to the complaint, will convene a Complaints Appeal Panel. The complaint will be acknowledged within five school days of receiving it. The hearing will normally take place within 20 school days of sending the acknowledgment.

The aim of the Complaints Appeal Panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel's decision in writing within five school days after the hearing.

The Complaints Appeal Panel hearing is the last school-based stage of the complaints process. If the complainant wishes to take the matter further they will need to contact:

School Complaints unit (SCU),  
Department for Education,  
2nd Floor,  
Piccadilly Gate,  
Manchester,  
M1 2WD.

#### **4, Complaints in Relation to Special Educational Needs and Disabilities**

If you want to make a complaint about our Special Educational Needs and Disability support you need to do so while your child is still registered at the school. This includes complaints that we have not provided the support required by your child's SEN statement or Education, Health and Care (EHC) plan. You will need to follow the procedure set out in Section 3 above and the initial point of contact will be the Inclusion Manager.

## **5, Monitoring and Review**

The Governing Body monitors the effectiveness of this policy in order to ensure that all complaints are handled properly. The Headteacher reports all formal complaints to the Governing Body on a termly basis.

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