



## **REINWOOD JUNIOR SCHOOL**

### **Complaints Procedure Policy**

**Date: November 2016**

**Review date: November 2019    Version no: 5**

1. Think about the nature of your complaint and try to jot down the details. In particular write down:
  - what you are complaining about
  - when and where the incident occurred
  - who else was involved
  - whether anyone saw it happen
  - who you have spoken to already and
  - what you want to happen as a result of your complaint.
2. Contact the school, speak to the office staff and ask who is the best person to deal with your complaint. Initially this should be your child's class teacher unless you feel it is of a safeguarding nature when you would need to see the Head Teacher.
3. Arrange to meet with the class teacher if unresolved meet with head of year.
4. If the matter cannot be resolved at this meeting, arrange to see the deputy/assistant head. The school may need to look into the matter and carry out an investigation. This may take a few days but the headteacher or the person you have seen should be able to get back to you within 5 days.
5. If the school agrees your complaint is justified they will tell you what action will be taken.
6. If you are not happy with the outcome then you should write to the chair of governors at the school, marking the envelope Private and Confidential. The school office staff will be able to give you the name of the Chair of Governors.
7. The Chair of Governors may contact you to arrange a meeting to discuss your complaint or pass it to the Complaints Committee who will arrange a meeting where it will consider written evidence from you and from the headteacher. Both of you are entitled to be present at the meeting. The committee will consider two things: firstly whether the process has been fully and fairly followed and secondly, whether or not to uphold your complaint.
8. The complaints committee will inform you of its decision either to:
9. uphold the headteacher's decision or
10. ask the headteacher to reconsider certain aspects of the decision

If you have a complaint about a headteacher you should contact the Chair of Governors, in writing.

If you have a complaint about a Governing body or individual governor you should still contact the Chair of Governors who will investigate your concerns. If the complaint is about the Chair of Governors you should contact a member of the complaints committee. The school should be able to tell you their names. If you have a complaint about the governing body as a whole, you should contact the School Governance.

- School Governor Service Team - Telephone **01484 414701**

If you believe the governing body is acting unreasonably or failing to carry out its statutory duties properly you should write a letter to the Secretary of State for Education asking him to look into your complaint, enclosing copies of all correspondence you have had with the school and the Governing Body in relation to your concerns.

### Serial and Persistent Complaints

There will be occasions when, despite all stages of the complaint procedure having been followed the complainant remains dissatisfied. If as a school we recognise that we really have done everything we can in response to a complaint. It is a poor use of schools' time and resources to reply to repeated letters, emails or telephone calls making substantially the same points. If a complainant tries to re-open the same issue, the Chair of Governors will inform them that the procedure has been completed and that the matter is now closed.

If the complainant contacts the school again on the same issue, then the correspondence may be viewed as 'serial' or 'persistent' and the school may choose not to respond. However, school must be careful that they do not mark a complaint as 'serial' before the complainant has completed the procedure.

As a school we will not make the decision to stop responding lightly. We need to be able to say yes to all of the following.

- The school has taken every reasonable step to address the complainant's needs;
- The complainant has been given a clear statement of the school's position and their options (if any); and

They are contacting the school repeatedly but making substantially the same points each time.

The case is stronger if the school agrees with one of these statements:

- The school has reason to believe the individual is contacting them with the intention of causing disruption or inconvenience – have they said as much in a letter, email or telephone call?
- Their letters/emails/telephone calls are often or always abusive or aggressive.
- They make insulting personal comments about or threats towards staff.

Schools must provide parents with the information they are entitled to under The Education (Pupil Information) (England) Regulations 2005.

## Write to:

- **Department for Education**
- Ministerial and Public Communications Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

### Equal Opportunities

Kirklees LA requires all its schools, colleges and services to promote racial and sexual equality, harmony, understanding and justice. We promote tolerance of and respect for people of all faiths (or those of no faith), races, genders, ages, disability and sexual orientations (and other groups with protected characteristics) through the effective spiritual moral, social and cultural development of pupils, including through the extent to which schools engage their pupils, including through the extent to which schools engage their pupils in extra-curricular activity and volunteering within their local community.

The staff and pupils at Reinwood Junior School uphold this requirement and act accordingly.

### Positive Mental Health and Wellbeing

We aim to promote positive mental health for every member of our staff and student body. We pursue this aim using both universal, whole school approaches and specialised, targeted approaches aimed at vulnerable students.

We aim to recognise and respond to mental ill health by developing and implementing practical, relevant and effective mental health policies and procedures. We aim to promote a safe and stable environment for students affected both directly and indirectly by mental ill health.

### Version History

<b>Version</b>	<b>Date</b>	<b>Change</b>	<b>Author</b>	<b>Approved</b>
1	January 2013	Updated	Mrs Eastwood	
2	January 2014	Updated	Mrs Eastwood	Nov 2014
3	September 2015	Updated	Mrs Eastwood	Sept 2015
5	November 2016	Updated	Mrs Eastwood	Nov 2016

This policy will be reviewed in annually.

Signed \_\_\_\_\_

