

## **Dalton Junior, Infant and Nursery School**

### **Complaints Procedures**

#### **School Vision**

To inspire an aspiration for individual and community success, through hard work, bold endeavour, respect, resilience and partnership.

From little acorns, mighty oaks will grow.

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

#### **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 other issues. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

#### **The complaints process**

If a parent/carer is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school and is making good progress. They always want to know if there is a problem, so they can take action before the problem seriously affects the child's progress. The teacher will log the discussion and inform the Head, Deputy Head or Assistant HeadTeacher.

Where a parent/carer feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss the problem with the Head, Deputy Head or Assistant Head Teacher. Any complaint is taken very seriously and all measures will be taken to investigate it thoroughly.

If the complaint that is being made is about the Head Teacher, the issue should be passed to a member of the Governing Body, who is obliged to investigate it. The Governor will do his/her best to resolve the issue but, in the event of the parent/carer still not being satisfied he/she should make a formal complaint. Details of our

Governing Body are published on our school website:  
<http://www.daltonschool.co.uk/governors>

### **Making a formal complaint**

A formal complaint should be made in writing to the Governing Body. The letter should state the nature of the complaint and how the school has handled it so far. The complaint should be sent to the Chair of Governors c/o Dalton School. The school office will ensure that the letter is given to the correct person.

A complaints form is available to copy at the end of this policy if those making a complaint wish to use it. The Chair of Governors will investigate the complaint and convey his/her findings to the parties concerned as soon as possible – usually within three weeks of receipt of the letter.

If the complainant is still not satisfied, the Chair of Governors will convene a panel of three Governors to investigate the complaint. The complainant will be invited to the meeting in order to have opportunity to explain the situation first hand and in more detail.

After hearing all the evidence, the Governors will come to a decision and will notify the parent/carer in writing.

If the situation is still unresolved then the parent/carer has the right to appeal to the Secretary of State for Education.

### **Publicising the procedure**

There is a legal requirement for this Complaints Procedure to be publicised. Dalton School JIN will include this policy in the school prospectus and will make it available to view on the school website [www.daltonschool.co.uk](http://www.daltonschool.co.uk)

A copy will also be available from the school office.

Policy Review: Spring 2020