

Churchfield Primary School

Complaints Procedure Policy 2018

Purpose of the Policy

At Churchfield Primary School we aim to:

- Engage Parents as Partners in their child(ren)'s education so that we are all working together for the good of our young people.
- Support pupils in their learning and behaviour
- Have high expectations
- Be excellent role models to the children in our care
- Ensure the health and safety of our pupils at all times
- Have an open door policy to parents.

If we fail to carry out these expectation parents are entitled to make a complaint following the procedures outlined in this document.

Informal Complaint - Stage 1

We encourage parents and carers to contact their child's class teacher in the first instance if they have a complaint. Most concerns can usually be sorted out quickly if we talk to one another. We use the term 'Informal Complaint' to classify these kinds of concerns.

Formal Complaint - Stage 2

If parents and carers are not satisfied with the response given by the class teacher they can make a 'Formal Complaint' to the Headteacher either verbally or in writing. The Headteacher will, at this stage, speak to all parties involved and collect written statements. All the written statements and the initial concerns will be considered by the Headteacher. A meeting will be arranged within ONE week of receiving the initial complaint for the Headteacher to share her findings with the parent or carer concerned. Please note if your complaint is about the Headteacher you can write straight to Mr Nigel Leeder, the Chair of Governors – see Stage 3.

Complaints Panel - Stage 3

If parents and carers are not satisfied with conclusions drawn by the Headteacher they are encouraged to contact the Chair of Governors. At this stage if parents and carers wish to continue with the complaint the Chair will arrange for the complaint to be referred to a Complaints Panel. The panel will be made up of Governors who have no previous knowledge of the complaint. They will hear the views of the parent/carer and the Head and consider the statements received. The Complaints Panel will decide if they are satisfied that the correct action has been taken by the school or if further investigations need to take place.

Further Action

Parents and carers can contact the Local Authority Complaints Adviser if they are unhappy with the process at any time and the Complaints Adviser will look at how the complaint has been dealt with and investigated.

Contact details for the Local Authority Complaints Adviser are as follows:

- Telephone – 01226 773535
- E-mail – cypf@barnsley.gov.uk
- Write – Complaints Adviser, Directorate for Children, Young People and Families, PO Box 634, Barnsley, S70 9GG.

Reviewed: January 2018

Next Review Date: January 2020