

# Hope Brook Church of England Primary School



## Complaints Policy

The staff and governors are committed to the development of each child in the best possible learning environment to encourage all children to achieve their fullest potential.

We want the children to achieve success through their own efforts, teamwork, self-discipline and motivation, and through links with the Church and community, work towards a better future for themselves and the world in which they live.

# **Complaints policy**

## **Introduction**

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. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.

We deal with all complaints in accordance with procedures set out by LA. If the school cannot resolve any complaint itself, those concerned can ask the LA to intervene.

All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel their complaint has not been properly addressed.

## **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 with dialogue and mutual understanding and, 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 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 progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, or their complaint is against the class teacher, they should make an appointment to discuss it with the head teacher. The head teacher considers

any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage

Should a parent have a complaint about the head teacher, s\he should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s\he can to resolve the issue through dialogue with the school, but if a parent is unhappy with the outcome, s\he can make a formal complaint as outlined below.

Only if an informal complaint fails to resolve the matter should a formal complaint be made. A formal complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the chair of Governors, who will set up the complaints panel.

The governing body must consider all written complaints within three weeks of the receipt. The governing body will arrange a meeting to discuss the complaint. The person making the complaint will be invited to attend the meeting, so that s\he can explain her complaint in more detail. The school will give the complainant at least three days notice of the meeting.

After hearing all the evidence, the governors consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parents satisfaction.

If the complaint is not resolved, a parent may make a representation to the LA. Further information about this process is available from the school or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

If any parent is still not content that the complaint has been dealt with properly, then s\he is entitled to appeal to the Secretary of State for Education.

### **Monitoring and Review**

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. Complaints and any actions taken as a result of the complaint are recorded in the school log book. Any complaints logged are shared with governors annually.

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, so that they can be properly informed about the complaints process.

**Date of policy: March 2015**

**Date of review: March 2020**

This policy was formulated in consultation with the Headteacher and teaching staff.

This policy was accepted by the Governing Body at their meeting on Wednesday 4<sup>th</sup> March 2015.

Signed .....

Chair of Governors

Signed .....

Headteacher