

Policy & Procedure

Huncote Community Primary School Academy Trust



Complaints Policy 2017 - 2020

This policy is reviewed every three years and was agreed by the Governing Body of Huncote Community Primary School in **June 2017 and will be reviewed again in June 2020**

Signed: _____ Chair of Governors Date: _____

Statutory Policy

Complaints Policy and Procedure

A guide for parents/guardians/carers

Rationale

At Huncote Community Primary School, close liaison between parents, staff and pupils is highly valued. The school is committed to working in partnership with all members of the school community. If at any time concerns arise about aspects of school life, these will be listened to sympathetically and any necessary actions will be taken as quickly as possible to ensure understanding of the matter and to rectify a situation. At all times we will work with the interests of our children as central. We provide an open forum for teachers and parents to meet on a daily basis before and after school and regular comments events and surveys keep the staff and governors informed of any issues. It is our experience that most concerns about school can be dealt with through informal discussion at an early stage. Whilst we wish to minimise cause for complaint, we will investigate any complaints openly and honestly. Complaints will trigger reflection and review of established procedures and practices.

At all stages of complaint procedure,,,

- We aim for speedy and local resolution of problems.
- Conversations and correspondence will be dealt with discreetly.
- Parents should feel confident that their child will not be penalised.
- It will be made clear from the outset that some information will be shared with others involved in the complaints procedure.
- Responses will be confined to factual information only and will not contain personal opinions.
- Staff will be informed of any complaint against them.
- Complainants and accused have a right to be accompanied by 'a friend'.

Where there is continuing concern and informal communication is not enough to resolve the situation, parents will be directed through the formal stages of the school's complaint procedure. The school operates a 4 stage complaints procedure.

If the complaint concerns the headteacher, it will be dealt with at stage 3.

Informal Stage.

It is hoped that any complaint involving a child can be dealt with in the first instance by the class teacher. All teachers work very hard to ensure that each child is happy at school and is making progress. They appreciate being informed of problems as early as possible so that they can take appropriate action before this starts to become more serious and affect the child's progress. The parent will be advised that if they remain unsatisfied they should speak with the headteacher. No written

communication is necessary by either party at this stage, however the schools informal records of discussion can be used by a teacher or the head teacher to record discussions that take place. If a parent remains unsatisfied that matters have been resolved and wish to make this a formal complaint, this needs to be made in writing within 5 working days after the discussion with the headteacher - forms available on website or from office.

If the first approach is made to a governor, they will refer the issue and the complainant to the appropriate person and advise the complainant of the procedure. Governors will not act unilaterally outside the formal procedure or be involved at the early stages in case they are needed to sit on a panel at a later stage.

Stage 1

Where a parent feels that a situation has not been resolved through contact with the class teacher, or where the concern is of a sufficiently serious nature, they should make an appointment to meet with the headteacher to discuss the matter. The headteacher considers any complaints very seriously and investigates matters thoroughly. Most matters are resolved at this stage.

If they have not already done so, parents will be offered the option of formalising the complaint by completing a complaints form.

Stage 2

Any written complaint will be investigated and responded to within 10 working days of the date the complaint form is received.

A complainant should not expect to receive detail of any action taken regarding a member of staff. Whilst respecting the right of the complainant to make the complaint, it is important to respect the rights of the individual against whom the complaint may be about. Complainants can expect to be informed that the matter has been investigated and, in broad terms, the nature of that investigation and that appropriate action has been taken. Any changes to policy or procedures as a result of a complaint will be acknowledged and acted upon.

Stage 3

If the outcome is not considered satisfactory, the complainant will need to write to the Chair of Governors, care of the school, within 7 working days after the date on notice of outcomes at Stage 2.

The complainant should provide a copy of the original complaint; the response received and give details of why they remain dissatisfied with the outcome.

The Chair or vice chair will meet with the complainant, hear the complaint, investigate and make every effort to resolve the situation having met with the headteacher. The chair will inform the complainant of the outcome within 10 days of their meeting. The complaint will move to the final stage if the complainant remains dissatisfied.

Stage 4

The complainant needs to write to the chair of governors within 10 working days of the date of the letter notifying them of the outcome of stage 3, advising that they wish their complaint to be heard by the complaints appeal panel. The chair or nominated governor will convene a panel, of at least three people, who are not directly involved in the matters detailed in the complaint, to hear the appeal. The panel must include at least one person who is independent of the management and running of the school. (As set out in The Independent School Standards Regulations 2010 *Part 7*) The panel will meet within 15 working days after receiving notification that the complaint has gone to Stage 4. They choose their own chair, listen to all the evidence with impartiality and their decision is final.

The remit of the complaints appeal panel is to either:

- Dismiss the complaint in whole or part
- Uphold the complaint in whole or part
- Decide on appropriate action to be taken to resolve the situation
- Recommend changes to the school systems or procedures to ensure that problems of a similar nature do not recur.

The complainant will be notified in writing (electronic or otherwise) of the panel's findings and recommendations within 5 working days. This will confirm the end of the governors' involvement with the complaint and explain that that the matter is now concluded. The complainant will be advised that the LA cannot be involved unless the complaint is about a service supplied by the Local Authority. A copy of the written outcome will be retained on file and one will be issued to the person complained about.

Agreed & adopted by The Governing Body of Huncote Community Primary School

Signed.....

Date.....

Chair of Governors

This policy will be reviewed every 3 years or as required by legislation

June 2017

In summary...

It is the intention of staff and governors at school to resolve any disputes at the earliest possible stage. Each stage in the procedure offers further opportunity for resolution of issues. The complainant is responsible for progressing the procedure through each stage until satisfied with the outcome.

Stage 1

Discuss matters with class teacher

Discuss matters with headteacher

If not satisfied...

Stage 2

Formalise complaint by completing school complaint form within 5 days

Headteacher will respond within 10 days of receiving complaint form

If not satisfied...

Stage 3

Write to chair of governors within 7 days

Chair will respond within 10 days of receiving complaint

If not satisfied...

Stage 4

Write to chair requesting appeal panel, outlining reasons within 10 days

Panel meets within 15 days

Final decision/outcome issued within 5 days

Huncote Community Primary School

Complaint form

Please complete and return this form to Mrs Cumberlidge, Headteacher, who will acknowledge receipt and explain what action will be taken.

Additional pages should be attached as necessary

Your name:

Pupil's name:

Relationship to the pupil:

Address:

Day time telephone number:

Evening telephone number:

Email address:

Suitable days and times for meeting:

Please give details of your complaint:

What action, if any have you already taken to resolve your complaint?

Please indicate who you have spoken to and the response received

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so please give details

Signature:

Date:

School Use:

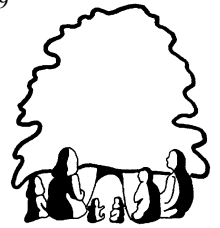
Date form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

MEETINGS/DISCUSSIONS WITH PARENTS



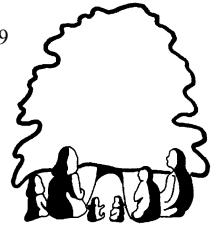
PUPIL:	DATE:
PRESENT:	TIME:

ISSUE(S) DISCUSSED:

OBSERVATIONS:

ACTION:

MEETINGS/DISCUSSIONS WITH PARENTS



PUPIL:	DATE:
PRESENT:	TIME:

ISSUE(S) DISCUSSED:

OBSERVATIONS:

ACTION:

MEETINGS/DISCUSSIONS WITH PARENTS



PUPIL:	DATE:
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