

Wilton CE Primary School Complaints Procedure



Introduction

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

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

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

All parents / guardians have the right as a last resort to appeal to the Secretary of State for Education, if they 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 through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We will provide sufficient opportunity for any complaint to be fully discussed, and resolved.

We aim to deal with the complaint / concern objectively and impartially.

The Complaints Process

Stage One

If a parent or guardian 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 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 that action can be taken before the problem seriously affects the child's progress.

If the complainant indicates that they would have difficulty discussing a complaint / concern with a particular member of staff, then in these cases the Head Teacher can refer the complainant to another member of staff.

Similarly, where the staff member directly involved feels compromised the Head Teacher may consider referring the complainant to another member of staff.

Stage Two

Should a parent feel that a concern / complaint has not been resolved through contact with the class teacher, or if their concern is of a sufficiently serious nature, they should make an appointment to discuss the matter with the Headteacher. The Headteacher will consider any such complaint / concern very seriously and will investigate each case thoroughly. Most complaints / concerns can be resolved by this stage.

Should a parent have a concern / complaint about the Headteacher, they should first make an informal approach to the Chair of Governors who is obliged to investigate it. The Chair of Governors will do all they can to resolve the issue through dialogue with the school, but if the complainant is unhappy with the outcome, they can make a formal complaint as outlined in stage three.

Stage Three

Where stages 1 and 2 of this procedure fail to resolve the matter a formal complaint should be made to the Governing Body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled the situation to date. This written complaint should be sent to the Clerk to Governors (c/o the school office).

The Governing Body must consider and investigate all complaints within 28 days of receipt. The Clerk to Governors will convene a Governing Body Complaints Panel, who will arrange a meeting to discuss the complaint and invite the complainant in person to the meeting so that they can explain their complaint in more detail.

The Complaints Panel will act independently and with an open mind. The Complaints Panel shall decide whether it is appropriate for a joint meeting to be held to hear the complainant and the school's representative together or whether these will be held separately. Each side is given the opportunity to state their case and any written material will be seen by all parties. The school will give the complainant at least 7 days' notice of the meeting. The complainant

will be requested to provide any and all supporting evidence upon which they rely 7 days prior to the Complaints Panel meeting. This is to be provided to the School addressed for the attention of the Clerk to Governors. The meeting will be recorded, and conducted in an informal manner.

The Governing Body Complaints Panel will, after considering all the evidence / information inform the complainant in writing of their findings / decision within 7 days. All will be done at this stage to resolve the complaint to the complainants' satisfaction. The Panel may find to:

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

The Complaints Panel will have at its discretion the power to alter any or all of the timescales set out above.

A complaint received after a pupil has left the school will not be considered.

Monitoring and Review

The Governing Body monitor and review the Complaints Procedure, in order to ensure that all complaints are handled properly. The Headteacher keeps a log of all complaints received by the school and records how they were resolved. This log is reviewed by the Governing Body on an annual basis.

Governors will take in to account any local or national decisions that affect the complaints process, and make any modifications necessary to this procedure. This procedure is made available to all parents, so that they can be properly informed about the complaints process.

SIGNED:

DATE:

CHILD PROTECTION STATEMENT

At Wilton and Barford Primary School, we believe that every child has the right to be safe and therefore to be cared for in a way that ensures her/his safety and meets her/his individual needs. We recognise that all children need protection at all times from anything or anyone that may cause them harm and we work together following the Child Protection Policy to ensure this. We respect all members of the school's community and treat information with confidentiality.

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