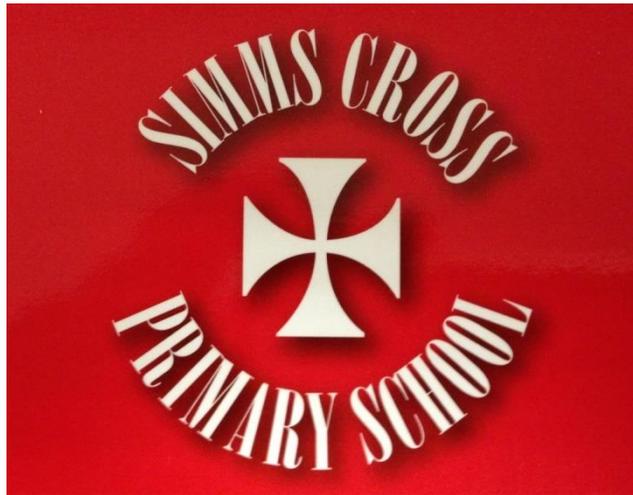


Simms Cross Primary School



Complaints Policy

Adopted by Governors: March 2018
Chair of Governors: Mrs D. Denton
Headteacher: Mrs S. Taylor
Review Date: March 2020

Complaints Policy

1 Stage One

Many concerns can be resolved quickly with goodwill, often by making early contact with the class teacher. If this is not possible, or the teacher is unable to resolve the concern, the parent, carer or responsible adult will contact the Interim Head Teacher (Mrs Taylor) or Deputy Head Teacher (Mr Leck).

The person who receives the complaint will attempt to work with the family/person to resolve the complaint informally. This may involve

- Mediation and conciliation
- Explaining policies or decisions
- Helping the pupil to express their views to another person
- Review of educational provision
- Review of support services

Most complaints will be dealt with in this way.

2 Stage Two

If the complainant is not satisfied with the outcome of the informal investigation, they may wish to make a formal complaint. This will be done in writing to the Head Teacher.

If the complaint is about the Head Teacher, or if the problem is not resolved, the matter will be referred to the Chair of Governors of the school.

The school and its governors have a duty in law to act properly and investigate complaints impartially. Once investigations are complete the person making the complaint will receive a written response from the school.

3 Stage Three

If the complainant is not satisfied with the outcome of the investigation and wishes to pursue a complaint regarding a school issue, they can refer the complaint to a review committee of Governors, known as the Complaints Panel. This can be done by writing to the Chair of the Governing Body. The aim of the panel is to establish any areas of agreement and identify actions that can be taken to resolve the complaint.

4 Stage Four

If all other attempts to resolve the complaint have been unsuccessful the person making the complaint may make a referral to the Secretary of State for Education.

Quick Guide to Complaints for Teachers and School Staff Information

If a parent, carer, responsible adult or pupil wants to make a complaint

- Listen to what they have to say.
- Find out what they want to happen about it
- Make a written record of it
- Inform the Head Teacher

Can you sort it out yourself?

If a complainant contacts the school with a concern, someone will respond to them within 24 hours. If the person they wish to speak to is unavailable, someone else will contact them to let them know and offer an alternative. In most cases, a member of staff, class teacher or senior leader will be able to address problems or concerns by talking through issues and looking for solutions.

If the complaint relates to an allegation against a carer / member of staff or volunteer, refer to LADO procedures.

If you think you can resolve the concerns quickly, speak to the complainant and tell them what you are going to do and how long it will take. Work with the complainant to find a solution to the problem.

If you can't sort it immediately, make a record of the person's concerns. Inform the Head Teacher or Deputy Head as soon as possible so that they can deal with it.

What happens if you can't resolve it?

Tell the complainant who you are passing their concern on to and when they can expect a reply.

1 Stage One

The Head Teacher or their designated Deputy will clarify the correct procedure for responding to the concern. If it is covered by the complaints procedure the Head Teacher or Deputy will contact the complainant and attempt to resolve the problem informally.

2 Stage Two

Formal complaints will be made in writing to the Head Teacher. If the complaint is about the Head Teacher the complaint will be made in writing to the Chair of Governors. If the complainant needs help to do this they will be given information on where to access independent advice. The person investigating the complaint may speak to staff or pupils and check school records. They will then provide a written response to the complaint.

3 Stage Three

If the Head Teacher / Chair of Governors is unable to resolve the matter at Stage Two the complaint can be referred to the Governing Body. A review hearing will be convened where a committee of governors will look at the complaint. The complainant and the Head Teacher may call members of staff as witnesses to appear at the hearing. The aim of this hearing is to try to resolve the concern.

4 Stage Four

If the matter is not resolved, the complainant can refer their concern to the Secretary of State for Education.

Investigating Complaints

It is suggested that at each stage, the person investigating the complaint makes sure that they:

- Establish what has happened so far, and who has been involved
- Clarify the nature of the complaint and what remains unresolved
- Meets or contacts the complainant
- Clarify what the complainant feels would put things right
- Interview those involved, allowing them to be accompanied if they wish
- Keep notes of the interview

Resolving Complaints

At each stage of the procedure keep in mind ways in which a complaint can be resolved. It may be appropriate to offer one or more of the following:

- An apology
- An explanation
- An admission that the situation could have been handled differently or better
- An explanation of the steps that have been taken to ensure that it will not happen again
- An undertaking to review school policies in light of the complaint

Flow Chart

