

Hutton All Saints' C. of E. Primary School



Commitment to Excellence within a Caring, Christian Environment.

Suggestions, Concerns and Complaints

This document sets out the school's policy and procedure for addressing concerns and complaints. Please note that it does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals, special educational needs or child protection issues, all of which have separate statutory procedures.

Aims and objectives

Careful consideration will be given to all complaints. They will be dealt with fairly and honestly in an impartial and non adversarial manner. Complaints will be heard swiftly with established time limits for action and for keeping people informed of progress. All points of issue will be addressed and any resulting appropriate response or action will be made as soon as possible.

All complaints need to be addressed through the order of stages found in Annex A. These stages are, 1- informal, 2-Formal involvement of Head Teacher 3- Consideration by the Governing body 4-Review.

Compliments

These are always welcome and very encouraging to teachers and staff. The school encourages feedback or opinions from pupils and parents. In practice this dialogue is continuous, sometimes directly and also indirectly, for example, through the Parents' Association. It may not always be possible to act immediately but pupils and the school always benefit so please don't hold back.

Stage 1 – informal

Many concerns can be resolved by simple clarification or imparting information by either the Class or Head teacher, avoiding the need for formal process. The school takes all concerns seriously and if you have any concern that you wish to discuss please make an appointment with the Class teacher.

- 1.1 Parents are always welcome to discuss any suggestions or concerns with the appropriate member at an appropriate time. This should be done verbally or a written note, not emails as they are not always seen within a desirable time frame. The teacher will clarify the nature of the concern.
- 1.2 If the member of staff contacted cannot immediately deal with the matter he/she will make a clear note of the date, name and contact address/phone number and pass it on to the relevant staff member who will contact the parent after investigation.
- 1.3 If the issue is not resolved a parent can speak to a senior member of staff relevant to the child's year group- KS1 Leader, KS2 Leader, Deputy Head.
- 1.4 If the matter is brought to the attention of the Head Teacher he/she may decide to deal with the concerns directly at this stage.
- 1.5 The staff member initially dealing with the matter should make sure the parent is clear what, if any, action or monitoring of the situation has been agreed, in writing if necessary.
- 1.6 If no satisfactory solution is found parents can write to the Head Teacher or if the complaint relates to the Head Teacher, to the Chair of Governors.

STAGE 2 – FORMAL

If you feel that a concern has not been addressed through informal discussion and you wish to have the matter formally investigated, please put your complaint in writing using the Complaint Form, which is attached. Anonymous written complaints will not normally be investigated.

- a) If the matter is about the day to day running of the school, the interpretation of school policies or the action or inaction of a member of staff it will be investigated by the Head teacher or a senior member of staff nominated by the Head teacher.
- b) If the matter is about school policies as determined by the Governing Body, the actions or inactions of the Governing Body or the Deputy of Head teacher it will be investigated by the Chairman of Governors or a governor nominated by the Chairman.
 1. Your complaint will be acknowledged in writing within 3 working days.
 2. As part of consideration of your complaint you may be invited to a meeting to discuss the complaint and to provide any details required.
 3. The Head teacher, Chairman of Governors or designated governor will keep records of all meetings, telephone conversations and other related documentation.
 4. Once the relevant facts have been established you will receive a written response to your complaint. This will normally be within 10 working days. If a decision is not possible within this time you will be notified and advised of when you can expect to receive it.
 5. If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter must be dealt with by following the appropriate procedure rather than the complaints procedure. In this event you are entitled to be advised of the outcome.

STAGE 3 – REVIEW

If you are still unhappy with the way your complaint has been dealt with, you may choose to refer the matter for consideration by the Complaints Review Panel. This must be done in writing within 5 working days of the completion of stage 2.

The Chairman or Vice chairman of Governors had discretion to agree to this form of meeting where they feel it would be helpful in resolving the complaint. If it is felt that every reasonable action has been taken to resolve the complaint and that a review panel would not move things forward it may be necessary to close a complaint and “agree to disagree”.

The Complaint Review Panel aims to resolve the complaint and achieve reconciliation between the school and parent.

The panel will consist of 3 governors appointed by the Chairman or Vice chairman of governors who have no prior knowledge of the details of the case and who can consider it without prejudice.

- 1) The Clerk to the Governing Body will attempt to arrange for the Panel to meet within 15 working days of the agreement to review.
- 2) The Clerk will ask whether you wish to provide any further written documentation in support of your complaint. You can include witness statements or ask witnesses to give evidence in person.
- 3) The Head teacher will be asked to prepare a written report. Other members of staff directly involved will be asked to prepare reports or statements.
- 4) All Parties will be informed of the date, time and venue at least 5 days in advance of the meeting.
- 5) At the same time you will be sent all relevant documentation and an outline of what will happen at the Review.
- 6) You are entitled to be accompanied at the Review.
- 7) With the agreement of the Chairman of the Review, the Head teacher may invite directly involved members of staff.
- 8) As a general rule, no evidence or witnesses previously undisclosed should be introduced by any of the participants.
- 9) The meeting will be minuted, but minutes will not be made available to all parties because of the need for confidentiality.
- 10) During the meeting, you can expect there to be opportunities for
 - You to explain your complaint
 - You to hear the school’s response from the Head teacher
 - You to question the Head teacher about the complaint
 - You to be questioned by the Head teacher about the complaint
 - The panel members to question you and the Head teacher
 - Witnessed to be called and questioned
 - A final statement to be made by both parties
- 11) The Chairman will close the meeting and inform you that written notice of the decision would be sent to you and the Head teacher within 2 weeks.
- 12) The Panel will then consider the complaint and all the evidence presented and reach a decision. Where appropriate, it will decide on any action to be taken or make recommendations to the Governing Body concerning changes to the school’s systems or procedures.

Original written by Governors

- 13) The Clerk will send you and the Head teacher a written statement outlining the decision within 2 weeks.

The decision of the panel is final. We would advise parents that, unless the school is shown to have behaved unreasonably or not to have followed its own procedures, there is likely to be little further action that can be taken, as Governing Bodies are empowered to deal with many issues without reference to either the local authority or Secretary of State. If you do wish to pursue your complaint beyond this, you can write to the Secretary of State.

MONITORING AND REVIEW

The Governing Body monitors the complaints procedure in order to ensure that all complaints are handled properly. The Head teacher records all formal complaints received by the school and how they were resolved.

School Complaint Form

Please complete and return to the clerk of governors who will acknowledge receipt and explain what action will be taken.

Name:

Pupil's Name:

Relationship to the school e.g. parent, carer, neighbour:

Address:

Daytime Telephone Number:

Evening Telephone Number:

Please give details of your complaint

What action have you already taken to try and resolve your complaint.

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

Name _____

Signature _____

Date: _____

