

# URSULA TAYLOR C OF E PRIMARY SCHOOL



## **Complaints Policy / Procedure Reviewed February 2018**

### **Introduction**

As a Church of England school we aim to provide our pupils with an excellent education, enabling all children to flourish through living our Christian values. We also aim to achieve this through developing excellent relationships with families of our pupils. However, occasionally there can be a lack of communication, a misunderstanding or an error of judgement. The school is obliged to have procedures in place in case of such situations which could lead to complaints by parents. The following policy sets out the procedure that the school follows in such cases.

### **Aims and objectives of Complaints Policy**

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 provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### **The complaints process**

#### How to share a concern

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 good 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.

#### What to do if the matter is not resolved through informal discussion

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, they should make an appointment to discuss it with the headteacher. The headteacher considers any such complaint very seriously and investigates each case thoroughly and reports her/his findings to the parent. Most complaints are normally resolved at this stage.

### How to take the matter further

Only if an informal complaint fails to resolve the matter should a formal complaint 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 it so far. The parent should send this written complaint to the Clerk to the Governing Body c/o the school office. The letter is acknowledged and the Governing Body Panel are informed within 5 school days. The Panel sets a date to meet as soon as reasonably practical, but no longer than 15 school days from the acknowledgement date of the letter.

The Governors' Panel obtains reports from the headteacher and any further information/documentation required within 5 days of the meeting. After hearing all the evidence, the governors consider their decision and inform the parent in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.

### If the complaint is still not resolved

If the parent/carer 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.

### **Sharing a concern about the Headteacher**

Should a parent have a complaint about the headteacher, s/he should put this in writing to the Chair of the Governing Body c/o the school office. The letter is acknowledged within 5 school days. The Chair of Governors will investigate the situation thoroughly and will provide a written response to the parent within 15 days.

If the parent is not satisfied with the response of the Chair of Governors s/he may appeal by writing to the Clerk to the Governing Body. The letter is acknowledged and the Governing Body Panel are informed within 5 school days. The Panel sets a date to meet as soon as reasonably practical, but no longer than 15 school days from the acknowledgement date of the letter. The Chair of Governors may not be a member of this Panel. The Governors' Panel obtains reports from the headteacher and any further information/documentation required within 5 days of the meeting. After hearing all the evidence, the governors consider their decision and inform the parent in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction

### **If the complaint is still not resolved**

If the parent/carer 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.

Signed ..... Date.....

## **Monitoring and review**

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis.

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.

Policy reviewed February 2018

Review due February 2020