



# Grindleton CE Aided Primary School

## Policy Statement

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### **COMPLAINTS POLICY**

We believe that our school provides a good education for all our children, and that the Headteacher, staff and governors work very hard to build positive relationships with all parents. However, there are occasions when things do not go smoothly and concerns and complaints arise. 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 following policy sets out the procedure that the school follows where complaints arise. It is designed to help achieve a swift and successful resolution when there are issues of difference. We ask that all members of the school community follow this procedure in the event of complaints. At all stages the emphasis is upon listening to each other and maintaining a positive working relationship to the benefit of the children.

#### **The Complaints Process**

##### **The Informal Stage**

In the event that a parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage the parent to talk to the child's class teacher immediately. In most cases the issues can be resolved in this informal manner.

If you cannot resolve the matter directly with the person concerned, you should take it up with the Headteacher. Again, you can do this by contacting the school and arranging an appointment. It would be helpful if you could put your concerns in writing and let the Headteacher see them before you meet so that she is able to look into the matter and inform you of the situation at the meeting.

## The Formal Stage

*If you do not discuss the matter with the Headteacher, it is not normally possible to proceed further with the official complaints procedure. In this circumstance, you should also put your complaint in writing, stating the reasons why you have not discussed it with the Headteacher, and send it to the Chair of Governors.*

In a very small number of cases, the matter may not be resolved even with the involvement of the Headteacher. When this happens, the complaint should be directed to the Chair of Governors. If the complaint cannot be resolved informally by the involvement of the Chair of Governors, you can ask for the complaint to be considered by the Governing Body's own Complaints Committee.

At this stage your complaint must be in writing to the Chair of Governors and sent through the School. The Chair of Governors will then contact you and ;

- formally acknowledge the complaint within 5 school working days
- tell you the name and telephone number of the person looking into the complaint.
- respond to it within 10 school working days or if this is not possible
- answer telling you what is being done to investigate and how long it is expected to take
- you may well be invited to make a verbal representation to the complaints committee
- you will then be informed in writing of the outcome.

If this still does not resolve the matter then the parent may, in writing, refer the matter to a Governors Complaints Appeal Committee - usually three governors who have had no prior information or contact about this complaint. *(In order that the Governors Complaints Committee and the Governors Complaints Appeal Committee can operate objectively it is essential that complainants, staff and governors maintain confidentiality throughout this process and do not discuss the matter whilst it is going through the formal procedure).* This committee will follow the same procedures as the Complaints Committee and will report in writing following its investigations.

If dissatisfied with the process of the investigation, (not the outcome), the complainant can make this known to the Diocesan Director of Education and the Local Authority Director of Children and Family Services. However, further action can only be taken if it can be demonstrated that the agreed procedure has not been followed, or if the Governing Body has not correctly exercised its functions. Ultimately, you can complain to the Secretary of State for Education and Skills if you feel the Governing Body has not reasonably exercised its functions.