Worth Valley Primary School



Achieve Believe Create Dreams

Complaints Policy

Adopted by the Governing Body: March 2019

Chair of Governing Body:

Headteacher: Miss C Lodge

**Introduction**

We believe that our school provides a good education for all our children and that the Headteacher and other staff work very hard to build positive relationships with all parents and carers. However, we understand that complaints do sometimes arise and we are required to have procedures in place in the event of this. The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we 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 local authority. If the school cannot resolve the complaint, those concerned can ask the local authority to intervene.

All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel, after having taken their complaint to the Complaints Appeal Panel of the Governing Body, that it has not been addressed satisfactorily.

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

**THE COMPLAINTS PROCESS – INFORMAL STAGE**

**Stage 1 – Appropriate member of staff**

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 immediately if there is a problem so that they can take action before it seriously affects the child’s progress.

**Stage 2 – Headteacher**

When 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. Most complaints are normally resolved at this stage.

This stage includes:

* A meeting with the Headteacher where the full details of the complaint will be obtained.
* The Headteacher will discuss the complaint with the appropriate staff member and where this concerns a pupil that pupil will also be interviewed.
* A written record will be kept of all meetings, telephone discussions and any other relevant documents.
* Consideration of all the facts and a conclusion reached.
* The parent will be written to giving a full explanation of the decision made, the reasons for it and, where appropriate, what action the school proposes to take.
* The letter will also inform the parent that if they are not satisfied with the outcome they may complain to the Chair of the Governing Body within 10 school days.

**Stage 3 – Chair of Governors**

If the complaint has been through stages 1 and 2, the Chair would normally pass the complaint straight to the Complaints Appeal Committee unless it is clear that the matter can be resolved immediately.

If the complaint is against the Headteacher it is referred immediately to the Chair of Governors. The Chair is obliged to investigate the complaint and this stage will include:

* A meeting with the Chair, the complainant and the Headteacher to try and resolve the issue at the informal meeting.
* If this cannot be done the matter will be referred to the Complaints Appeal Committee if it falls within the scope of the procedure.
* If the Chair has had some prior involvement in the matter which is being complained of he or she should ask the vice-chair to undertake this role instead of the Chair.

**THE COMPLAINTS PROCESS – FORMAL STAGE**

The Complaints Appeal Committee of the Governing Body deals with any complaint which has reached the formal stage.

This will involve a full investigation of the complaint and the measures taken to try to resolve the situation. A decision will be made on the complaint by the Complaints Appeal Committee and this will be notified to the complainant within 5 working days of the hearing.

**Note:** If a complainant’s behaviour prior to the panel stage is deemed inappropriate then the panel reserves the right to restrict the hearing to a paper only hearing.

If any parent is still not content that the complaint has been dealt with properly then they will be entitled to write to the Secretary of State for Education, Department for Education, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT or on-line at <http://www.education.gov.uk/schools/leadership/schoolperformance/school-complaints-form>

**This Complaints Policy was reviewed and formally adopted by the Governing Body of Worth Valley Primary School on**

**Signed:**   **Chair of Governors**

**Date:**