



Shepeau Stow and Gedney Hill Primary School Complaints Policy

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/carers. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

We deal with all complaints in accordance with the process set out in point 3 below, following procedures set out by the Governing Body. If the school cannot resolve any complaint itself, those concerned can ask the Governing Body to intervene.

All parents/carers have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

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. 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

If a parent/carer 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. The teacher will also log the discussion and inform the complaints co-ordinator.

Where a parent/carer 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 or another senior manager if the Headteacher is not available. The Headteacher considers any such complaint very seriously and investigates each case thoroughly.

Should a parent/carer have a complaint about the Headteacher, s/he should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.

Only where an informal complaint has been made and not satisfactorily resolved, 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 Chair of Governors. The Chair of Governors will investigate the complaint and convey his/her findings to the parties concerned within three weeks of receipt.

If the complainant is still not satisfied, the Chair of Governors will convene a panel of three Governors to investigate the complaint. The complainant will be invited to attend the meeting, so that s/he can explain their complaint in more detail. The school will normally give the complainant at least three days' notice of the meeting.

After hearing all the evidence, the Governors consider their decision and inform the parent/carer about it in writing. The Governors do all they can at this stage to resolve the complaint to the parent's/carer's satisfaction.

If any 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.

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