

Complaints Policy



Introduction

We believe that our school provides a good education for all our children, and that the Head Teacher and other staff work very hard to build positive relationships with all parents. 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.

Aims and objectives

Our school aims to be fair, open, and honest when dealing with any complaint. We consider 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

If parents are 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 or one-to-one teacher. Most matters of concern can be dealt with in this way. All teachers work extremely hard to ensure that each child is happy at school and are making satisfactory progress; they always want to know if there is a problem, so that they can act before the problem seriously affects the child's progress.

Where parents feel that a situation has not been resolved through contact with the class teacher or one-to-one teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head Teacher. The Head Teacher considers any such complaint seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage. The Head Teacher will respond to any complaint made by phone, in person, by email or in writing within 24 hours.

Should parents have a complaint about the decision of the Head Teacher, they can first approach the chair of the governing body, which will normally appoint a governor to investigate. The governor in question will do all he/she can do to resolve the issue through a dialogue with the school and will seek to do this within a working week. If the parents are unhappy with the outcome, they can make a formal complaint, as outlined below.

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 parents should send this written complaint to the Chair of the Governors.

The governing body must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the parents making it to attend the meeting, so that they can explain the complaint in more detail. The school gives the complainant reasonable notice of the meeting and they may bring a companion if they wish.

There will be a panel of three people who were not involved with the original complaint. One of these people will not be involved with the school.

After hearing the evidence, the governors consider their decision and inform the parents about it in writing. The governors do all they can at this stage to resolve the complaint to the parents' satisfaction. All records of the complaint from first writing to its outcomes will be recorded. The Head Teacher and the complainant and if relevant the person complained about will need to be given a copy of any findings or recommendations. All such records will be kept confidentially.

If any parents are still not content that the complaint has been dealt with properly, then they should be heard again, after which they are entitled to appeal to the Secretary of State for Education.

Formal Complaints

During the 2015-2016 Academic year there were no formal complaints received by the school.

During the 2016-2017 Academic year there were no formal complaints received by the school.

During the 2017-2018 Academic year there were no formal complaints received by the school.

During the 2018-2019 Academic year there were no formal complaints received by the school.

During the 2019-2020 Academic year there were no formal complaints received by the school.

Created by:

Bursar

Reviewed by:

Headteacher September 2020

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