



# **All Saints' Church of England Primary School**

## **Complaints Policy**

Policy date November 2017

Signed \_\_\_\_\_

# **ALL SAINTS' CHURCH OF ENGLAND PRIMARY SCHOOL**

## **COMPLAINTS POLICY**

### ***Procedure for dealing with complaints***

We welcome suggestions for improving our work in school. Be assured that, no matter what you want to tell us, our support and respect for your child will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we receive from parents in addressing any problems that arise. We receive very few complaints. Problems sometimes arise from misunderstandings which are easily addressed. Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher. When parents and teachers treat each other with mutual respect and support, this provides a very good role model for all our children.

If, having spoken to the class teacher you still have concerns, you should see the Key Stage co-ordinator. They will investigate the problem and discuss their findings with you so that we can find a way forward together which serves the best interest of both the school and your child. In the unlikely event of the problem remaining unresolved you can make an appointment with the head teacher and if necessary put your complaint, in writing, to be referred to the Chair of Governors.

In order for the complaint to be resolved, it is helpful for the complainant to articulate the specific grounds of their complaint i.e. what action or lack of action they are dissatisfied with, who or what they are complaining about and what outcome they are seeking.

The procedures to be followed in the event of a complaint being made are summarized in the following stages:

#### ***Stage 1: Informal Action***

- Parents discuss concerns with the class teacher
  
- If the teacher is unable to deal immediately with the matter, a clear note is made, including complainant's name, contact number and date, and the parent is contacted as soon as the matter has been investigated. The teacher may also consult the Headteacher at this stage or refer to the Key Stage Co-ordinator.
  
- The teacher ensures that the parent is clear what action or monitoring of the situation has been agreed.
  
- If no satisfactory solution has been found, parents can then consult the Headteacher.

## ***Stage 2: Referral to the Headteacher***

- The Headteacher acknowledges the complaint, orally or in writing, within five working days.
- A meeting is arranged with the complainant to clarify and supplement any information given. Sometimes, due to circumstances, this may be a telephone conversation.
- The Headteacher investigates further, interviewing witnesses as appropriate. If the complaint centres on a pupil, the pupil would normally be interviewed with a member of present staff who is not directly involved.
- The Headteacher keeps written records of meetings, telephone conversations and other documentation.
- Once all relevant facts have been established, the Headteacher responds. If the complaint was in writing, a written response will be sent.
- If the complainant is not satisfied, they are advised to contact the Chair of the Governors, Mrs **Cathryn Francis**. Written complaints can be given to the school office, who will pass them directly to Mrs Francis. Where the complainant has other communication preferences due to a disability or learning need, a telephone conversation or meeting will be arranged (Equality Act 2010).

If the complaint is against the Headteacher, the Stage 2 procedures are carried out by the complaints committee.

Complaints about the Chair of Governors should be made to the Clerk of the Governing Body.

## ***Stage 3: Review by the Chair of governors***

- The Chair acknowledges receipt of the written complaint, informing the complainant that the complaint is to be heard by a Committee of three members of the School's complaints' committee within 20 working days.
- The Chair arranges to convene a Complaints Panel elected from members of the governing body. The members should have no prior involvement with the complaint and they should elect a Chair for the committee. All relevant documentation regarding the complaint should be given to the members of the committee as soon as possible.
- The Chair of the Committee will write and inform all concerned of the date, time and place of the meeting at least 5 working days in advance. The notification to the complainant should also inform him/her of the right to be accompanied to the meeting by a friend and the right to submit further written evidence.
- It is the responsibility of the Chair of the Committee to ensure that the meeting is properly minuted.
- After the meeting, the Committee will consider the evidence and a written decision will be sent to the Headteacher and the complainant within 15 working days.

#### **Stage 4: Beyond the School's Board of Governors**

If the complainant remains unsatisfied with the outcome; he/she may appeal to

Department of Education,  
School Complaints Unit,  
2<sup>nd</sup> Floor, Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

#### **Unreasonable complaints**

All Saints' is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from behaviour, including that which is abusive, offensive or threatening.

We consider the following to be unreasonable:

Malicious complaints

Aggressive behaviour

Using threats, intimidation or violence

Using falsified information

Publishing unacceptable information on social media or newspapers

Refusing to co-operate with the investigation.

Making excessive demands on school time by frequency of contact.