BARTONS PRIMARY SCHOOL
COMPLAINTS POLICY

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Governor Committee	Resources
Chair of Governors signature	See hardcopy
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AIMS
- **To be open and fair with parents.**
- **To deal with complaints promptly and without prejudice.**
- **To establish procedures that are simple to use and understand.**
- **To have established time limits for actions.**
- **To keep people informed at all stages.**
- **To respect the need for confidentiality, where appropriate.**

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 normally issues will be amicably resolved. However, the school is legally required to have procedures in place in case there are complaints by parents or pupils. 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 DfE. If the school cannot resolve a complaint internally then those concerned can refer the complaint to the Secretary of State for Education.

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:

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 if there is a problem, so that they can take action before the problem seriously affects the child's progress.

Where 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 thoroughly. Most complaints are normally resolved at this stage.

Should a parent 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 if an informal complaint fails to resolve the matter should a formal complaint be made to the Governing Body. At this stage the nature of the complaint and how the school has handled it so far will need to be formally recorded, and therefore the complaint would ideally be made in writing addressed to the Chair of Governors. The complaint may alternatively be made in person or by telephone, but in such a case the conversation will need to be recorded in a formal note which the complainant will be asked to confirm as correct by signing a copy.

The Governing Body must consider all recorded complaints within three weeks of receipt. It arranges a meeting led by Governors not involved in the lead up to the complaint to discuss the complaint and invites the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

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

A complaint by any party regarding the school's provision of community facilities or services should be made to the Headteacher, who will seek to resolve it as speedily as possible. If this fails to resolve the matter a formal complaint may be made to the Governing Body, when the procedure described above will be applied.

If a complaint is not resolved, the parent or complainant may refer it to the Secretary of State for Education where it will be handled by the Schools Complaint Unit (SCU) in the DfE. Normally the SCU only considers if the school has followed its policy.

MONITORING AND REVIEW:

The Governors monitor the complaints procedure in order to ensure that all complaints are handled properly. The Headteacher records all complaints received by the school and records how they were resolved. Governors examine this record 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.

In June of 2016 the DfE has published comprehensive advice which this policy seeks to follow:-

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/489056/Best_Practice_Advice_for_School_Complaints_2016.pdf

There is a substantial section on resolving "serial" complaints in this document.