

Eastchurch Church of England Primary School

Complaints Policy



Next Review – September 2018

1. Introduction

- 1.1 We believe that our school provides a good education for all our children, and that the Heads of School 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.
- 1.2 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 follow this policy.
- 1.3 We deal with all complaints in accordance with procedures set out by the LA. If the school cannot resolve any complaint itself, those concerned can ask the LA to intervene.
- 1.4 All parents 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.

2 Aims and objectives

- 2.1 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.

3 The complaints process

- 3.1 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.

- 3.2** 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 complete a complaints form, outlining the concern and the member of staff that they feel will best be able to sort the problem out. An appointment will then be made to discuss the matter with the Senior Teacher or SENCO. They will consider any such complaint very seriously and investigate each case thoroughly. Most complaints are normally resolved at this stage. If the parent is not satisfied they should then make an appointment to see the Head of School.
- 3.3** If the parent is still not satisfied or should a parent have a complaint about the Head of School, s/he should first make an approach to the Vice Chair of Governors, who is obliged to investigate it informally. The Vice Chair of Governors 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.
- 3.4** 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 parent should send this written complaint to the Chair of Governors.
- 3.5** The Chair of Governors must consider all written complaints within ten working days of receipt. A complaints committee will be convened to arrange a meeting to discuss the complaint. The complainant will be invited to attend the meeting, so that s/he can explain his/her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.
- 3.6** After hearing all the evidence, the complaints committee consider its decision and inform the parent about it in writing within 10 working days. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.
- 3.7** If the parent is not happy with the outcome they can appeal, in which case the appeal committee will be convened.
- 3.8** If the complaint is not resolved, a parent may make representation to the LA. Further information about this process is available from the school or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.
- 3.9** If any parent 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.

4 Monitoring and review

- 4.1** The governors monitor the Complaints Policy, in order to ensure that all complaints are handled properly. The Head of School logs all complaints received by the school and records how they were resolved.

4.2 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 short:

Parents' concerns should in the first instance be brought to the attention of the class teacher. If the class teacher cannot resolve the issue then the parent will be asked to speak with the Senior Teacher or SENCO then the Head of School. If the Head of School cannot resolve the concern then the matter must be submitted to the Clerk to the Governors.