



FULFEN PRIMARY SCHOOL

Complaints Policy

June 2014 – June 2016

To be Ratified by the Curriculum Committee: September 2014

Date of next review: June 2016

Our Policy

Introduction

Fulfen Primary School is committed to continuous improvement and we listen to people who tell us how we can improve further.

All concerns/complaints are acted upon urgently and logged as appropriate. The head teacher and all of the staff work very hard to build positive relationships with parents and we wish to provide the following guidance to encourage and assist you when you wish to talk to us.

We welcome feedback from parents, guardians and visitors to our school as this helps everyone who works at the school to celebrate successes as well as to highlight areas of school life which we can develop further.

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.

2.2 We deal with all complaints in accordance with procedures set out by the Local Authority. If the school cannot resolve any complaint itself, those concerned can ask the LA to intervene.

3. The complaints process:-

What do I do if...?

3.1 I have a general query about the daily routine of the school.

Please speak in person or by telephone to Mrs Dimmack or Mrs Steele in the office, they will be happy to help you. The office is open between 08:15 and 16:30 Telephone **01543 510400**.

3.2 I have a message to give to the class teacher at the beginning of the day and feel the need to do so in person.

We ask is that you do so **before 08:45** in order not to disrupt the school day.

3.3 How do I go about this?

Please see (or telephone) Mrs Dimmack or Mrs Steele in the school office. They will let the class teacher know you are there.

3.4 I have a worry, a concern or feel unhappy about an issue relating to my child's school life or the education my child is receiving.

Please speak to your child's class teacher using the procedure above.

The class teacher works hard to ensure that your child is happy at school and is making good progress. They always want to know if there is a problem in order that they can take action before the problem seriously affects your child's progress.

3.5 How do I arrange this?

You can either telephone or speak in person to Mrs Dimmack or Mrs Steele in the office. They will liaise with the class teacher and arrange a mutually agreeable time for you to meet.

3.6 I have spoken to my child's class teacher; however I would like further reassurance, or I feel the matter is of a sufficiently serious nature.

In either case you may request an appointment, via the office, to see the Headteacher who will ensure that all matters are taken very seriously and investigated thoroughly. It may be that the Headteacher has not been aware of the concern raised prior to this point. At this stage the Headteacher should consider whether the complainant can be satisfied without recourse to the governing body. Most parents' concerns are resolved at this stage.

The response to the parent should be as described in the paragraph "outcomes" below.

Action through a complaints procedure may lead to action being initiated under other procedures. This may be disciplinary or child protection procedures and consideration should be given to this possibility at the earliest stage. In these cases the investigations under the complaints procedure will be suspended until action under the other procedures (including appeals) has been concluded. The complainant should be advised if this is the case and also informed of the likely delay in the final resolution of their complaint.

3.7 What if I remain dissatisfied?

Your next step is to make a formal complaint. This must be made in writing to the governing body, stating the nature of the complaint and how the school has handled it so far. The written complaint should then be sent to the Chair of Governors. A copy of the school complaint form can be found in appendix 1.

3.8 What happens next?

The school records when the complaint was received and will be acknowledged in writing by, or on behalf of, the Chair of the Governing Body. The acknowledgement will include an explanation of what will happen next, time scales involved and the name of the person from whom they will next hear about the progress of the investigation. The governing body will consider all written complaints within **three weeks** of receipt. The Chair of the Governing Body will refer the complaint to a Complaints Committee of the Governing Body. This committee is made up of three Governors. The membership should not include the Headteacher and, according to the matter complained about, it may not be appropriate for certain categories of Governor to be included.

If the latter course of action is followed the Chair shall present a full report to the Committee and, if necessary, external advice may be sought from the LA.

It arranges a meeting to discuss the complaint and will invite you to attend the meeting so that you can explain your complaint in detail.

You will have **three days notice** of the meeting.

After hearing the evidence the governors will inform you in writing of their decision and will do all they can to resolve matters to your satisfaction.

Details of a complaint are kept confidential except in so far as they need to be shared with people who might contribute to their resolution.

3.9 Outcomes

In all cases where a complaint has been investigated the complainant will be given a written response covering:

- the complaint;
- the scope of the investigation;
- the conclusion of the investigation;
- any action which has resulted.

The Committee may wish to offer the complainant the opportunity to discuss the response.

3.10 If the investigation upholds the complaint, redress will be appropriate to the complaint and may include:

- An appropriate expression of regret.
- Providing the solution desired by the complaint.
- Changing the procedures to avoid future problems.

The school will take responsibility for:

- Deciding who can take remedial action.
- Ensuring that the remedy is carried out.
- Ensuring that any remedy is within the school's powers.
- Ensuring the approach to remedies is reasonable and consistent.

3.11 Where a complaint is not upheld the complainant must be given a response and informed of any further action that might be appropriate in their situation.

3.12 If my complaint is not resolved to my satisfaction what can I do?

Parents do not have a general right of appeal should they disagree with the Governors' decision. They may, however, raise the matter with the Local Education Authority or Secretary of State if they consider the complaint wasn't investigated properly and fairly. If the Governors have followed a proper procedure and considered the complaint reasonably, neither the Local Education Authority nor the Secretary of State can reverse their decision. Further information about this process is available from the school or Staffordshire County Council.

3.13 Can the school demonstrate to me how it deals with issues raised?

The Governing body have a duty to monitor the procedure by which we deal with complaints to ensure that they 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.

All local or national decisions, that affect the process by which complaints are dealt with, are taken into account by the governing body and this process is made available to all parents, so that they can be properly informed.

Signed

Date

Review Date

Appendix 1

Complaints and Compliments

Please complete this form and return it to the school who will then forward it to the Chair of the Governing Body. Please continue on a separate sheet if necessary.

1. Name _____

2. Address _____

3. Telephone Number Home _____ Work _____

4. Name of Child _____

5. Details of the Complaint/Compliment (please include the date or period of time to which your complaint relates and confirm whether you have already expressed your concerns informally, and to whom and when).

6. Do you have a suggestion for change?

Please attach copies of any more information you have to support your complaint such as letters or reports.

Signed _____ Date _____