



# **Sharman's Cross Junior School**

## **COMPLAINTS POLICY**

## **1 Introduction**

- 1.1 We believe that Sharmans Junior 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. 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 talk to the child's class teacher immediately.
- 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**

This is a three-staged process as follows:

Stage 1 - A concern is raised informally with the class teacher. If the matter is not resolved, then it goes to: -

Stage 2 - The school receives a formal written complaint which the Headteacher investigates. If the matter is not resolved, then the complaint goes to: -

Stage 3 - The Governing Body's Complaints' Appeal.

### **Stage 1 - Raising a concern**

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. Apart from the school's normal Parental Consultation Evenings, or other arranged meetings with specific staff, the school requests that parents make their first contact with their child's Class Teacher. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at Stage 1, please write or call the school within 10 school working days and state what you would like the school to do. The school will then look at your complaint at the next stage.

### **Stage 2 - The Headteacher investigates the complaint**

Formal complaints should be put in writing and sent to the School, addressed to the Headteacher. The complaint will be logged, including the date it was received. The Headteacher will normally acknowledge receipt of the complaint within two days of receiving it. In many cases this response will also report on the action the Headteacher has taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within ten school working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at Stage 2, please write or call the school within 10 school working days of getting our response. You will need to tell the school why you are still not satisfied and what you would like the school to do.

### **Stage 3 - Complaint heard by the Governing body's Complaints Appeal Panel**

If the matter has still not been resolved at Stage 2, then you will need to write to the Chair of Governors giving details of the complaint. The Chair or a nominated Governor will convene a complaints panel. The hearing will normally take place within 10 school working days of the receipt of the written request for Stage 3 investigation.

The aim of the Appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel's decision in writing within three working days after the date of the hearing. The letter will also contain details of any further rights of redress available.

**N.B:** - In cases where the matter concerns the conduct of the Headteacher, the Headteacher and Chair of Governors will be informed of the complaint. The Chair of Governors will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body, the member will be informed of the complaint.

**3.1** 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.

**3.2** 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 procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all complaints received by the school.

**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.

**Signed: HT**

**Chair of Governors**

**January 2015**

**To be reviewed in January 2017**