



Complaints Procedure

Introduction

The Governing Body and staff of the school have a responsibility to provide the best education possible for the children in our care. Parents/carers are recognised as partners in the educational process and are welcomed into the school as interested parties.

There may be occasions when problems arise and when parents wish to make a complaint. Any complaints lodged, either formally or informally, will be treated as constructively and positively as possible as a means of informing the Headteacher and the Governing Body of concerns. As a result we will seek to improve in those areas where concern has been expressed and where room for improvement has been identified. ****This procedure applies only to non-statutory complaints.***

Aims

To prevent crisis by early involvement.

- To achieve mutual respect and understanding by treating complaints seriously and treating parents/carers fairly.
- To reduce conflicts and tensions through clear communication.
- To generate a positive attitude towards the school.
- To provide clear feedback to parents and clarify expectations for all parties.
- To identify gaps/ weaknesses in provision that may have been overlooked.

Complaints

Complaints or concerns, in the first instance, should be brought to the attention of the class teacher concerned. If the teacher does not resolve the complaint it must be brought to the attention of the Department Leader. If the Department Leader does not resolve the complaint it must be brought to the attention of the Headteacher or a member of the Senior Leadership Team.

However, where it is inappropriate to take the complaint to the class teacher in the first instance, then the complaint should be directed to the Department Leader. If it is inappropriate to take the complaint to the Department Leader in the first instance, then the complaint should be directed to the Headteacher or a member of the Senior Leadership Team. At this stage it shall then be determined whether the concern or dissatisfaction constitutes a complaint about:

- A decision that has been made or action taken.
- With the way in which the parents/child were treated.

Where the complaint cannot be resolved by the Headteacher it should be submitted to the Clerk of the Governors who will acknowledge receipt of the complaint, arrange for it to be considered by the Governing Body, and inform the Local Authority that the matter is being dealt with according to the school's Complaints Procedure.

*Where the complaint is about statutory matters, procedures already exist for the following:

- The curriculum and religious education
- Child protection
- Admissions and exclusions
- KCC financial regulations
- Legal matters e.g. contract
- Personnel matters including grievance

Complaints Procedure for Non-Statutory Issues

1. Teacher notes complaint and takes steps to remedy the problem. Communication with the complainant is maintained.
2. If unresolved complaint referred to the Department Leader. Communication with the complainant is maintained.
3. If unresolved complaint referred to the Headteacher, or a member of the Senior Leadership Team, who will ascertain the exact details of the complaint. The complaint will be logged in the Complaints Folder which is located in the Headteacher's office.
4. Investigation is undertaken and action taken where possible. Communication maintained with the complainant.
5. If the complainant remains dissatisfied, the matter should be referred to the Governing Body via the Clerk to the Governors.
6. The Governing Body will respond in writing within ten working days of receipt, the appropriate committee having investigated the complaint. The complainant will be offered the opportunity of meeting with the committee, if appropriate. If a decision is given orally to the complainant at the end of a meeting, it will be confirmed in writing within 3 working days.
7. A Governor's Appeal Committee, selected from the rest of the Governing Body, will deal with the matter if it remains unresolved.
8. If after these stages the complainant is still dissatisfied it may be appropriate to refer the matter to the Local Authority.

It is clearly in everyone's interest to have all complaints dealt with as quickly and as effectively as possible. The Headteacher and Governing Body will do their utmost to achieve a speedy resolution to any such issues.

The Complaints Policy was agreed by the Governing Body on

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Chair of Governors

Headteacher

Date of review:		/	
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