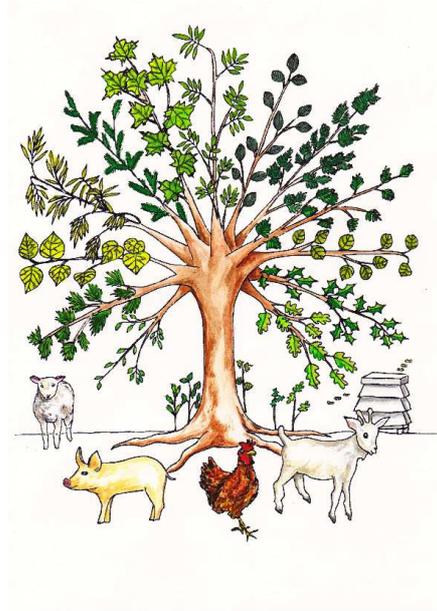




Edwalton Primary School



Complaints Policy

Approved at Full Governing Body meeting 29.11.17

Due for review: November 2019

Complaints Policy

Edwalton Primary School aims to be an inclusive school providing high quality teaching and learning, where everyone's contribution to school life is valued. We provide children with the opportunity to learn in a stimulating, caring, supportive and respectful environment. All staff are committed to our aims. Your comments, either positive or developmental, are helpful for our future planning. As a school we are committed to continuous improvement and you are an important part of this. We recognise that there are occasions where you may need to discuss issues with us and this policy sets out the procedure for doing so.

Should you wish to register a complaint, the different stages of the process are detailed below. Should you have any queries on the process please contact Anthony Thomas, Head Teacher.

Expectations:

As a school we will

- Look into your complaint thoroughly and fairly.
- Deal with your complaint with honesty, politely and in confidence.
- Keep you up to date with progress at each stage.
- Where appropriate tell you what we are going to do to put things right.
- Give you a full and clear written reply providing you with intended next steps and an indication of time scales.

Parents should:

- Inform school of the complaint at the earliest possibility, complaints must be raised within 3 months of the event being complained of, save in exceptional circumstances.
- Follow this complaints procedure using the form provided in Appendix 1 of this document.
- Talk to staff or other adults in a calm and polite way.
- Remember that there may be details that they are not aware of.

General Principles

- Where possible we hope that we can make an informal resolution to any complaints.
- All stages of the complaints procedure will be based on thorough investigation not assumptions.
- The responsibility for dealing with General Complaints lies solely with the school. The Flying High Partnership will redirect complaints back to the school unless all steps in this complaints procedure have already been undertaken.
- An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances. These would include serious concerns such as Child Protection issues or bullying allegations, where the school would either involve appropriate external agencies or else conduct its own internal review to test whether there is any corroborative evidence which might trigger a formal investigation.
- It is usually unhelpful if a complaint is broadcast to the school community. Therefore the school should make it clear to any person who raises a concern that the school will treat the matter with a high degree of confidentiality and asks the complainant to do likewise. This is more likely to meet with a favourable response if the complainant is convinced that the school is taking their concern seriously and is actively seeking to resolve the matter.

Stage One - Complaint heard by staff member

It is in everyone's interest that complaints are resolved at the earliest possible opportunity. Complaints concerning the school curriculum and other related matters are usually settled quickly and informally by visiting the school, where the staff member will discuss and consider the matter of concern to parents/families. If you have a concern or a complaint you should initially speak to your child's class teacher. If he/she cannot resolve the matter, or you have difficulty discussing a complaint with the class teacher, you should then discuss it with an Assistant Head Teacher. If you are not a parent of a child at the school then please address your concerns to the Headteacher. If the matter cannot satisfactorily be resolved, a formal complaint procedure is available.

Stage 2 - Complaint heard by the Headteacher

When a formal complaint is received the matter is fully investigated by the Headteacher. We will explain the school's complaints procedure to you and provide you with a copy. We will inform you how long we expect our investigation to take and arrange a time to contact you again. All the relevant parties involved will be interviewed and their responses formally recorded. On investigating all the evidence available the Headteacher will inform you of the results of the investigation including any follow up actions. The results of this communication are also recorded in the school complaints log and reported to governors. The aim of this process is to satisfactorily resolve the matter.

Contact Details for Head Teacher:

Should you need to escalate a complaint to the Headteacher please contact:

Anthony Thomas head@edwalton.notts.sch.uk or 0115 9144221
School Office office@edwalton.notts.sch.uk or 0115 9144221

Stage 3 - Complaint heard by the Local Chair of Governors

If the matter cannot be resolved to your satisfaction, or the complaint is about the Headteacher you should write to the Chair of Governors at the school address. The Chair of Governors is the school Governor nominated for investigating complaints. She will contact you to find out more about your concerns and then will investigate your complaint. The Complaints Governor will write to you on behalf of the Governing Body with the results of their investigation. The aim of this process is to satisfactorily resolve the matter.

Contact Details for Chair of Governors:

Please write to Sara Dawson, Chair of Governors at Edwalton Primary School, Wellin Lane, Edwalton, Nottingham, NG12 4AS or email sdawson@edwalton.notts.sch.uk

Stage 4 - Complaint heard by the Local Governing Body's complaints appeal panel

The Complaints Appeals Committee of the Governing Body will consider complaints where the Head teacher (or Chair of Governors) has not been able to resolve the complaint to the satisfaction of the complainant and the complainant wishes to appeal. Any appeal must be made in writing to the Clerk to the Governing Body (the School will advise the complainant of the contact details

The Committee will be convened by the Chair of Governors. The complaints panel will consist of at least three people who were not directly involved in the matters detailed in the complaint. One member of the panel will also be independent of the management and running of the school (this may include a representative from the governing body of another school). When a complaint has been 'elevated' to the complaints governor, the panel will convene within two weeks. The complainant will be invited to submit further representations to the panel, both written and orally. Following the meeting of the complaints panel, the complaints governor, will give their written decision within 7 days. Copies will be sent to the governors, headteacher, Flying High Trust and the complainant.

The Flying High Partnership:

As a school we are part of the Flying High Partnership. As such if you are still not satisfied, you may choose to contact the Flying High Partnership Trust. You should only escalate your complaint to the Trust having exhausted the school complaints policy.

Should you wish to escalate a school complaint to the Trust, or you have a complaint regarding the Trust itself, please contact the Trust via the details provided below including a link to the Complaints Policy of the Flying High Partnership.

Contact Details for the Flying High Trust Partnership:

The Flying High Trust Partnership, Cotgrave Candleby Lane School, Candleby Lane, Cotgrave, Nottingham, NG12 3JG

Telephone: 0115 989 1915

Email: info@flyinghightrust.co.uk

Flying High Trust Complaints Policy:

<http://flyinghightrust.co.uk/trust-documents>

Next stages

Anyone can complain to the Secretary of State for Education if he or she believes the governing body is acting "unreasonably" or is failing to carry out its statutory duties. However, intervention can only occur if the governing body or the LA has failed to carry out a legal duty or has acted "unreasonably" in the performance of a duty. Intervention would have to be expedient in the sense that there would have to be something that the Secretary of State for Education could instruct either party to do to put matters right. Most complaints are the responsibility of the governing body of the school and will be resolved by them. A small number of complaints cannot be resolved by this process.

Staff and Parental Conduct

When you have a complaint our staff will be professional and courteous. We know that sometimes emotions run high, however we expect all parents to treat all staff with respect and politeness. Failure to do so could, in extreme cases result in you being asked not to come onto school premises. We take all complaints seriously and spend time investigating them thoroughly, however where staff feel there are unreasonable and repetitive complaints which are found to be unsubstantiated by a parent, then it will be referred to the Chair of Governors. The Chair of Governors will then investigate the staffs claim and will then write to the parent(s) involved to inform them of any action which will be taken against them.

Monitoring and Review

The day to day monitoring of this policy is the responsibility of the Headteacher and Leadership Team. This policy will be reviewed on a yearly cycle or earlier if necessary following full consultation from the parents, staff and governors.

Printed Name: Signed:.....

Date policy agreed 29.11.17

Record of Complaints

Academic Year 2016-17: 1 formal complaint 18.10.16

Appendix 1: School Formal Complaint Form

Please complete this form and return it, via the school office, to the Headteacher, who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to your complaint):

Telephone number:

E-mail address:

Please give concise details of your complaint, (including dates, names of witnesses etc.), to allow the matter to be fully investigated:
You may continue on separate paper, or attach additional documents, if you wish.

Number of additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

Signed:

Date:

School use

Date form received:

Received by:

Date acknowledgement sent:

Acknowledgment sent by:

Complaint referred to:

Appendix 2: School Complaint Review Request Form

Please complete this form and return it to Chair of Governors who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to your complaint):

Telephone number:

E-mail address:

Dear Chair

I submitted a formal complaint to the school on and am dissatisfied by the procedure that has been followed.

Complaint submitted to:

Date of submission:

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out, because:
You may continue on separate paper, or attach additional documents, if you wish.

Number of additional pages attached =

What actions do you feel might resolve the problem at this stage?

School use

Date form received:

Received by:

Date acknowledgement sent:

Acknowledgment sent by:

Complaint referred to: