

Oak Hill C of E Primary School

Complaints Policy and Procedure

This policy was written in consultation with staff and governors

Agreed by Governors March 2020



Introduction

We strive to provide a good education for all our children regardless of age, ability, race or circumstance. All staff work very hard to build positive relationships with all our parents or carers. However, the school is obliged to have procedures in place in case there are complaints by parents or carers. The following policy sets out the procedures that the school follows in such cases.

If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.

We deal with all complaints in accordance with procedures laid down by the Children's and Young Persons' Directorate (CYPD). If the school itself cannot resolve a complaint, those concerned can refer the matter to the CYPD.

All parents have a 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.

Aims

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. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

Safeguarding our children is our main priority. If any complaint relates to a safeguarding issue please also refer to the school's Child protection policy.

Framework of Principles

The Complaints Procedure will:

- Encourage resolution of problems by informal means wherever possible
- Be easily accessible and publicised
- Be simple to understand and use
- Be impartial
- Be non adversary
- Allow swift handling with established time limits for action and keeping people informed of progress
- Ensure a full and fair investigation by an independent person, where necessary
- Respect people's desire for confidentiality
- Address all the points at issue and provide an effective response and appropriate redress, where necessary
- Provide information to the school so that services can be improved

The Complaints Process

1. If a parent is concerned about anything to do with the education we are providing at our school, they should in the first instance, discuss the matter with their child's class teachers. Most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school and making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects that child's progress.
2. Where parents feel 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 make an appointment to discuss it with The Head Teacher. The Head Teacher considers any such complaint very seriously and investigates each case. Most complaints are normally resolved at this stage
3. Should any parents have a complaint about the Head Teacher, they should first make an informal approach to one of the members of the Governing Body, who is obliged to investigate. The Governor in question will do all he/she can to resolve the issue through a dialogue with the school, but if parents are unhappy with the outcome, they can make a formal complaint as outlined below.
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.
5. The Governing Body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint and will invite the person making it to attend the meeting so that he/she can explain the complaint in more detail. The school will give the complainant at least three days notice of the meeting.
6. After hearing all the evidence, the Governors will consider their decision and inform the parent of this in writing. The Governors will do all they can at this stage to resolve the complaint to the parent's satisfaction
7. If the complaint is not resolved, a parent may take representation to the CYPD. Further information about this process is available from the school or from the CYPD. 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.
8. If any parent is still not content that the complaint has been dealt with properly, then he/she is entitled to appeal to the Secretary of State for Education.

Monitoring and Review

The Governors monitor complaints through the termly Head Teacher's Report to Governors.

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.