

## Carfield Primary School Complaints Policy 2020

### 1 Introduction

- 1.1 We believe that our school provides a good education for all our children, and that the head teacher 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. If parents are not satisfied with the outcome, they should discuss their concerns with the Head teacher who will investigate their complaint.
- 1.3 We deal with all complaints in accordance with the agreed procedure, detailed below. If parents are not satisfied with the outcome from the Head teacher's investigation, they have the right to put their complaint, in writing, to the Chair of Governors. This will then be investigated by the Governing Body in accordance with the above procedures and recommendations. If the Governing Body cannot resolve any complaint itself, those concerned can appeal to the Local Ombudsman.
- 1.4 All parents have the right, 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

- 3.1 If a parent is concerned about the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.
- 3.2 Where a parent feels that a complaint about the education of their child 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. Most complaints are normally resolved at this stage. However, if the parent is not satisfied with the response, they may wish to make a formal complaint and the parent should put this in writing. The head teacher considers any such formal complaint very seriously and investigates each case

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thoroughly within the given time frame and complies with LA directives. Response to the investigation will be given to parents in writing. This is especially true if the complaint becomes an allegation. **Please refer to 3.9.**

- 3.3 Should a parent have a complaint about the investigation by the head teacher, s/he should first make a formal approach to the governing body, who are obliged to investigate it. The formal complaint process is outlined below.
- 3.4 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.
- 3.5 The Complaints Committee of the governing body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and invite the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.
- 3.6 After hearing all the evidence, the governors consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.
- 3.7 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.
- 3.8 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.
- 3.9 When a complaint is made regarding the inappropriate conduct of a member of staff the Head teacher has a duty to treat the complaint as an allegation. This is treated under the policy Allegation against a Member of Staff. The Head teacher will inform parents of the changes to the procedure.

## 4 Monitoring and review

- 4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The head teacher logs all complaints received by the school and records how they were resolved. Governors will discuss complaints on an annual basis.
- 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.

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