

St. Nicholas Primary School



Complaints Policy

Spring 2020

St. Nicholas Primary School **COMPLAINTS PROCEDURE**

Introduction.

The responsibility for dealing with general complaints lies solely with the school.

The following procedures explain:

- how the school deals with a complaint;
- what you can expect to happen if you make a complaint;
- what the school would expect of you when dealing with your complaint.

As a school we welcome suggestions for improving our work. Please tell us of any concerns as soon as possible and we will do our utmost to resolve them quickly. It is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we receive from parents in addressing any problems or concerns.

In the first instance, if you have concerns or feel that there are minor problems with your child then it is important that you approach your child's class teacher. Most problems can be resolved in this way.

However, if, having spoken to your child's class teacher, you are unhappy with the outcome then you are more than welcome to make an appointment to speak with the Head of School or Executive Headteacher.

The full procedure to be followed in the event of a serious complaint being made is summarised below in five stages.

Stage 1: Informal Action

- Parents discuss concerns with the class teacher.
- If the Head of School is available, she will endeavour, at this point, to make herself available for discussion.
- If the teacher is unable to deal with the matter immediately, a clear note is made, including the complainant's name, phone number and the date of the complaint. The parent is then contacted as soon as the matter has been investigated. The teacher may also consult the Head of School at this stage.
- The teacher ensures that the parent is clear as to what action or monitoring of the situation has been agreed.
- If no satisfactory solution has been found, parents are asked if they wish their concern to be considered further.

Stage 2: Referral to the Head of School or Executive Head Teacher

- Parents should write to the Head of School or Executive Head Teacher detailing their complaint. The Head of School or Executive Head Teacher will acknowledge the complaint, orally or in writing, within 3 working days.
- A meeting can be arranged with the complainant to clarify and supplement any information given.

- The Head of School or Executive Head Teacher investigates further; children will be interviewed with another adult present. The person complained against also has the right to an interview with the Executive Head Teacher to put their side of the case.
- The Head of School or Executive Head Teacher keeps written records of meetings, telephone conversations and other documentation.
- Once all relevant facts have been established, the Executive Head Teacher responds to the complainant. If the complaint was in writing, a written response will be sent.
- If the complainant is not satisfied, they are advised to write to the Governing body.

If the complaint is against the Executive Head Teacher, the Stage 2 procedures are carried out by the Chair or nominated governor of the Governing Body.

Stage 3: Review by the Governing Body

- The Chair or nominated governor acknowledges receipt of the written complaint, informing the complainant that the complaint is to be heard by a Committee of three members of the School's Governing Body within 20 working days.
- The Chair or nominated governor arranges to convene a Complaints panel elected from members of the Governing Body. The members should have no prior involvement with the complaint and they should elect a Chair for the committee. All relevant documentation regarding the complaint should be given to the members of the committee as soon as possible.
- The Chair of the committee will write and inform all concerned of the date, time and place of the meeting at least 5 working days in advance. The notification to the complainant should also inform him/her of the right to be accompanied to the meeting by a friend and the right to submit further written evidence. The person complained about also has the right to be accompanied to the meeting by 1 Trade Union representative or 1 colleague.
- It is the responsibility of the Chair of the Committee to ensure that the meeting is properly minuted.
- After the meeting, the Committee will consider the evidence and a written decision will be sent to the Executive Head Teacher and complainant within 15 working days.

Stage 4: Review by Humber Education Trust

- If parents/carers seek to invoke Stage Three following failure to reach an earlier resolution and where dissatisfied with the Governing Body's decision in respect of their formal complaint, the parents/carers may, in writing addressed to the Clerk c/o Humber Education Trust, Bude Park Primary School, Cookbury Close, Hull, HU7 4EY request that their complaint be further considered by an independent Complaints Panel set up for this purpose.
- **Refer to Humber Education Trust Complaints Policy**

Stage 5: Beyond Humber Education Trust

Complaints can be taken to the Secretary of State for Education under the Education Act 1996 on the grounds that a Governing Body or the Multi- Academy Trust is acting or proposing to act unreasonably or has failed to discharge its duties under the Act.

St. Nicholas Primary School Complaint form

Please complete and return to THE SCHOOL OFFICE IN AN EVENLOPE MARKED "PRIVATE AND CONFIDENTIAL" who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?

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

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: