



'A Stepping Stone into the Future'

Policy Statement: Complaints

Rationale

The school's priority is to serve the needs of pupils and parents/carers. We try to serve as efficiently and as courteously as possible, but things can go wrong. We welcome complaints and comments as an opportunity to improve the quality of the services we offer. The school acknowledges the importance and right of parent to have their complaints investigated promptly and the results communicated back to parents at the earliest possible moment. Our complaints procedure is designed to handle all complaints which cannot be resolved simply by a friendly, open and constructive discussion.

Purposes

- To listen to our pupils and parents.
- To use complaints as a means of identifying opportunities to improve services.
- To seek to resolve complaints swiftly.
- To have clear procedures for dealing with complaints.
- To provide redress where a complaint is found to have substance.

Possible sources of complaint

The following are areas where complaints might arise.

- If there is a breakdown of relationship, however temporary, attitudes of one person to another maybe affected.
- Concerns about the behaviour of a child
- An incident of alleged bullying
- Alleged failure on the part of someone in the school to undertake a promised action
- Perceived lack of action on the part of an individual or the school to deal with a situation
- Alleged failure to deliver the curriculum
- The provision of school meals

What is not covered by the complaints procedure?

- Exclusions from school
- Special Educational Needs
- Admissions
- Alleged misconduct of staff, this is dealt with under personnel procedures.

Guidelines

Informal Complaints (Stage 1)

- Complaints about school issues should be raised in the first instance with school staff.

- A person with a complaint will normally seek to contact the member of staff responsible for the relevant area, e.g. the class teacher.
- The teacher concerned should make a detailed record of the complaint and check with the complainant that they have understood precisely what their concerns are.
- Should the complaint not be resolved, the complainant should be referred to the Head Teacher.

Involvement of the Head Teacher (Stage 2)

- The Head teacher will seek to deal with the issue informally.
- Should informal discussion not resolve the situation and the complainant indicates their continuing dissatisfaction, then the Head Teacher will advise the complainant of the formal stage.
- The Head Teacher will keep a log of complaints and how they are dealt with.
- The Head Teacher will also keep a log of incidents of praise.

Guidelines for staff, relating to the handling of complaints will be reviewed annually and form part of the induction process for newly appointed staff.

Formal Written Complaints (Stage 3)

- A complaint becomes formal when the user remains dissatisfied after making an informal complaint. A formal complaint should be made in writing with the complainant indicating a possible solution.
- The progress of the complaint will be monitored by the Head Teacher
- A written response will be made within 15 working days where possible.
- A complaint of serious mal-administration will progress immediately as a formal complaint, and the Chair of Governors will be contacted, who will decide how the complaint is to be progressed.
- The formal complaint along with any papers will be forwarded to the chair of Governors
- The Chair of Governors will follow all guidelines set out within the LEA Policy and DCSF guidance on Complaints.
- The school does not wish to receive anonymous complaints and will not undertake to act on information received in this way.
- A log of formal complaints will be kept by the Governing Body (Sub - Committee minutes)

Confidentiality

All issues covered by the school complaints policy are done so under the strictest confidentiality to protect the complainant and the school.

Race Equality

Due regard will be paid to the race equality policy.

Conclusion

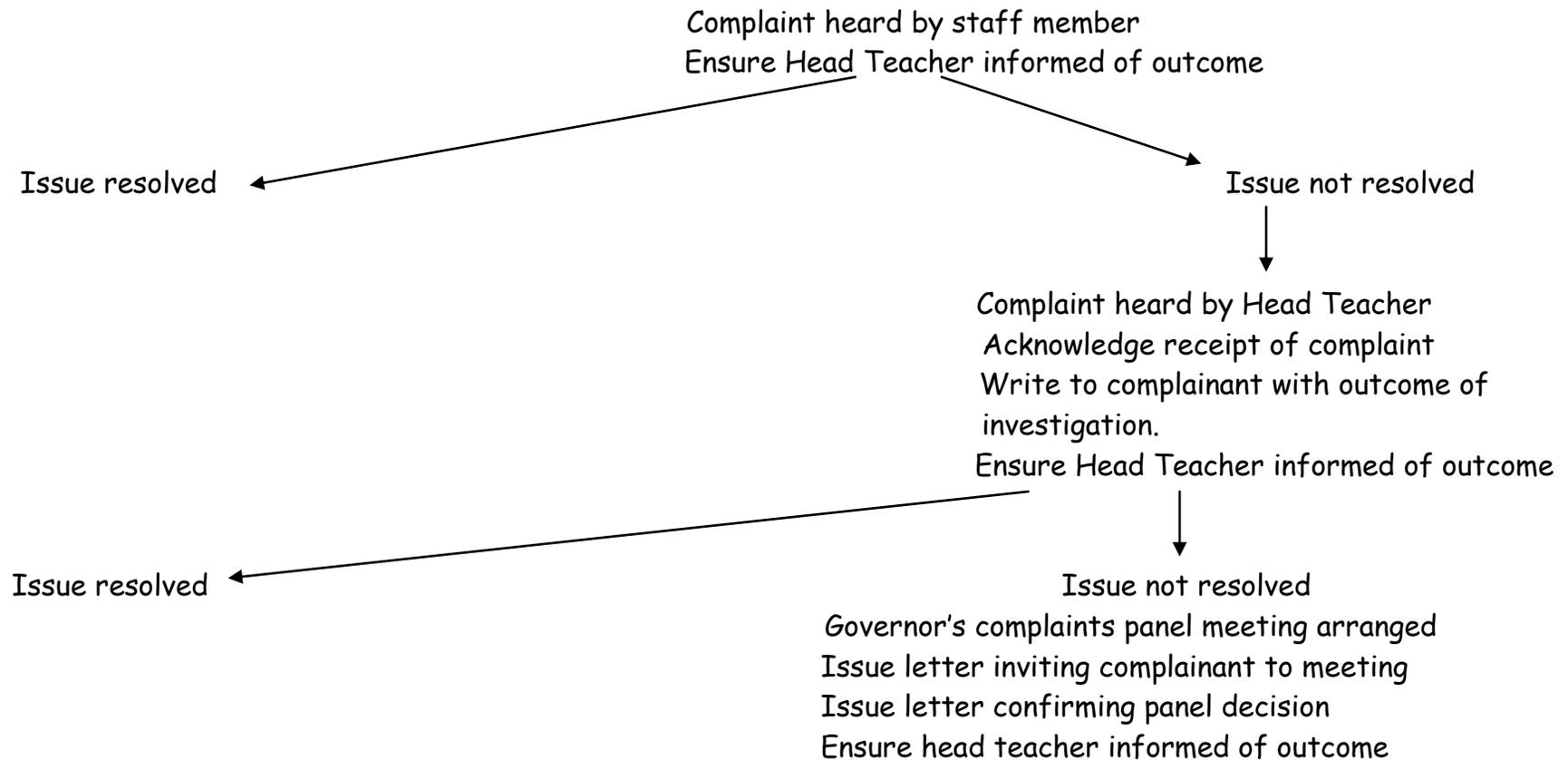
Annually a brief report will be presented to the Governing Body which will detail the number of complaints and assessment of complainant satisfaction.

The school will review this Policy Statement in line with any changes in the Authority Complaints Policy and Procedures for School.

This Policy Statement briefly outlines the procedures adopted by the School Governing Body, taken from the LEA Complaints Policy and Procedures and DCSF guidance.

Flowchart

Summary of Dealing with Complaints



West Denton Primary Complaint Form

Please complete and return to the Head Teacher 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: