

**Rettendon Primary School
Complaints Policy September 2012**



Complaints Policy

1 Introduction

- 1.1** We believe that our school provides a good education for all our children, and that the governors, headteacher 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 or use the home school link book or email to express their concern.
- 1.3** We deal with all complaints in accordance with procedures set out by the LEA. If the school cannot resolve any complaint itself, those concerned can ask the LEA to intervene.
- 1.4** All parents have the 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.

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 anything to do with 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 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 Headteacher. The headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

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- 3.3** Should a parent feel a situation is unresolved still, s/he could write to the Governing Body (via the clerk) to explain the concern. The clerk will ensure the Governors receive the complaint, provided the steps above have been fully implemented and still the situation is unresolved. 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 Clerk to the Chair of Governors at the school address.
- 3.5** The governing body must consider all written complaints made as outlined in **3.3** provided all stages up to 3.3 have been followed. It may arrange a meeting to discuss the complaint or place it on the next planned agenda. A group of representatives of the school and governing body may invite the person making a complaint to a meeting so that s/he can explain her complaint in more detail if necessary.
- 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 LEA. Further information about this process is available from the LEA. 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/Ofsted.

4 Monitoring and review

- 4.1** The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly.
- 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.

Signed: J Barber