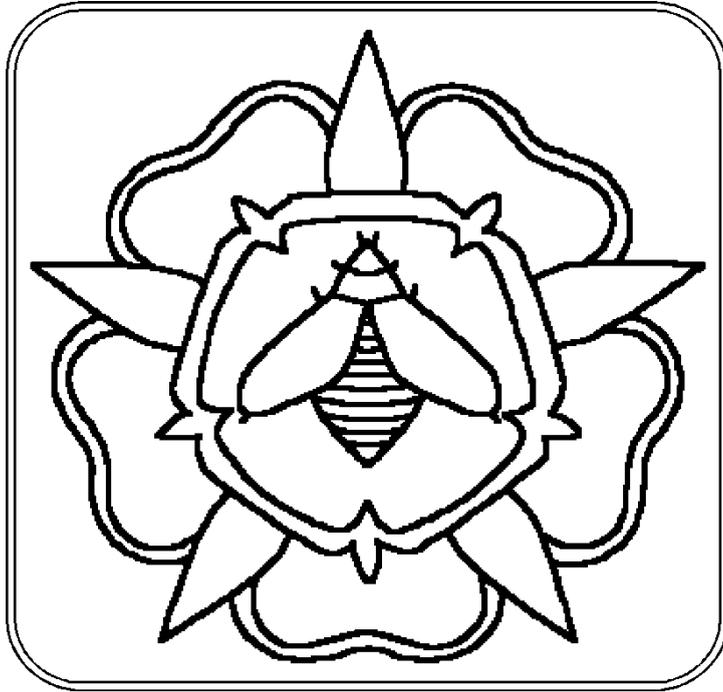


Round Hill Primary School



Participate, Excel, Be Proud!

Complaints Policy and Procedure

March 2017

School Complaints Policy and Procedure Index

Section Title	Page Numbers
Introduction	3
Aims and Objectives	3
Initial Concerns	3
Formal Procedures	3
The Stages of the Formal Complaints Procedure	4
Investigating Formal Complaints	5
Recording Complaints	5
Vexatious Complaints	5
Monitoring and Review	5
Publicising the Procedure	6
Complaints not in scope of the School Complaints Policy and Procedure	6
Flowchart of the Formal Complaints Procedure	Annex A
Complaint Form	Annex B

Round Hill Primary School:

Complaints Policy

Listening to Parents, Pupils and the Community...

Introduction

Most parents and carers have a positive relationship with Round Hill Primary School but sometimes a problem may arise. Whether you are a parent, carer or a member of the public, if you have a concern or complaint, the place to start is at the school. Contact the school and ask who is the best person to deal with the issue. It is much better if matters can be sorted out early and within school. In any dispute or misunderstanding it is important that all the facts are known so that the best solution can be found.

In the event that these initial approaches fail to resolve a concern this policy lays out the procedures that should be followed to resolve a complaint about a particular issue.

If you do not understand any part of this policy, please do not hesitate to contact the school or the member of the governing body responsible for complaints (please contact the school office in confidence to obtain contact details).

Aims and Objectives

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 seek to ensure we provide sufficient opportunity for any complaint to be fully discussed and then resolved. We carefully examine the nature of any complaints to see how and what lessons can be learned and how they can contribute to the continuing development of the school.

Initial concerns

If a parent/carer 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 or member of staff involved. 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.

Formal Procedures

Where a parent/carer 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 Deputy Headteacher/Headteacher. Most complaints are normally resolved at this stage. If the matter is still not resolved or the parent/carer considers it to be of sufficiently serious nature, then a formal complaint should be made in writing and submitted to the school. Upon receipt the complaint is referred to the Senior Leadership Team. All complaints are taken seriously and will be thoroughly investigated. This procedure is summarised at Annex A.

The Stages of the Formal Complaints Procedure

These are the two stages for school-based complaints:

- Stage 1) The formal complaint is addressed to the Headteacher who will investigate the complaint or nominate a member of the Senior Leadership Team (SLT) to investigate on his/her behalf.
- Stage 2) If not resolved the complainant can write to the Chair of Governors, who is able to convene a Governing Body's Complaints Appeal Panel.

Should a parent/carer have a complaint about the Headteacher, they should first make an informal approach to the Chair of Governors. The Chair of Governors will do all they can to resolve the issue through a dialogue with the school, but if a parent/carer is unhappy with the outcome, they can make a formal complaint, as outlined at Stage 2 above.

Once the outcome has been determined, the Headteacher or Chair of Governors will provide a written response to the complaint. This will give an explanation of the decision and the reasons for it.

Any complaint against the Chair of Governors or any individual governor should be made in writing to Nottinghamshire County Council Governor Services.

If any parent/carer is not satisfied that the complaint has been dealt with properly, then s/he is entitled to have the handling of the complaint reviewed by the Secretary of State for Education.

The Secretary of State for Education can be contacted via the DfE website www.education.gov.uk, by telephoning 0370 000 2288 or by writing to the address below:

The School Complaints Unit (SCU)
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

A flowchart of the procedural stages can be found in Annex A. There may, on occasion, be the need for some flexibility; for example, the possibility of further meetings between the complainant and the member of staff directly involved and further investigations may be required by the Head teacher/SLT after a meeting with the complainant. These will always be clearly explained to all parties involved.

Investigating Formal Complaints

In investigating any complaint, the person conducting the investigation will:

- establish what has happened so far, and who has been involved;
- clarify the nature of the complaint and what remains unresolved;
- meet with the complainant or contact them (if unsure or further information is necessary);
- clarify at the earliest opportunity what the complainant feels would resolve the complaint;
- interview staff and other people relevant to the complaint, allowing them to be accompanied if they wish;
- conduct any interview with an open mind and be prepared to persist in the questioning;
- keep notes of any meetings and interviews. These should be agreed between the parties as an accurate record.

Recording Complaints

Where possible complaints should be in writing on the form in Annex B. A complaint may be made in person, by telephone, or in writing. School will offer support to the complainant to complete the form if needed.

At the end of a meeting or telephone call, the member of staff will ensure that the complainant and the school have the same understanding of what was discussed and agreed. A brief note of meetings and telephone calls will be kept and agreed where possible. A copy of any written response will be added to the record.

The Headteacher/SLT will be responsible for the retention of all records, including complaint outcomes, and hold them centrally.

Vexatious Complaints

There will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the Chair of the Governing Body is able to inform them in writing that the procedure has been exhausted and that the matter is now closed. In such instances the Chair of the Governing Body will follow guidance contained within DfE Best Practice Advice.

Monitoring and Review

The Governing Body reviews the complaints procedure on an annual basis at the Autumn Term Full Governors Meeting. The Headteacher logs all complaints received by the school and records how they were resolved. Governors will examine this log on an annual basis.

The Governing Body will monitor the level and nature of complaints and review the outcomes to ensure the effectiveness of the procedure and make changes where necessary. Where possible, complaints information shared with the whole Governing Body will not name individuals.

As well as addressing individuals' complaints, the process of listening to and resolving complaints will contribute to school improvement. When complaints are heard, the Governing Body may identify underlying issues that need to be addressed. The monitoring and review of complaints by the school and the Governing Body is recognised as an important part of the school's performance.

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/carers, so that they can be properly informed about the complaints process.

Publicising the Procedure

The Complaints Procedure will be publicised in:

- the school website;
- the school prospectus;
- the information given to new parents when their children join the school;
- documents supplied to community users including course information or letting agreements;
- posters displayed in areas of the school that will be used by the public, such as reception or the main entrance;
- a specific complaints leaflet summarises this policy and procedure.

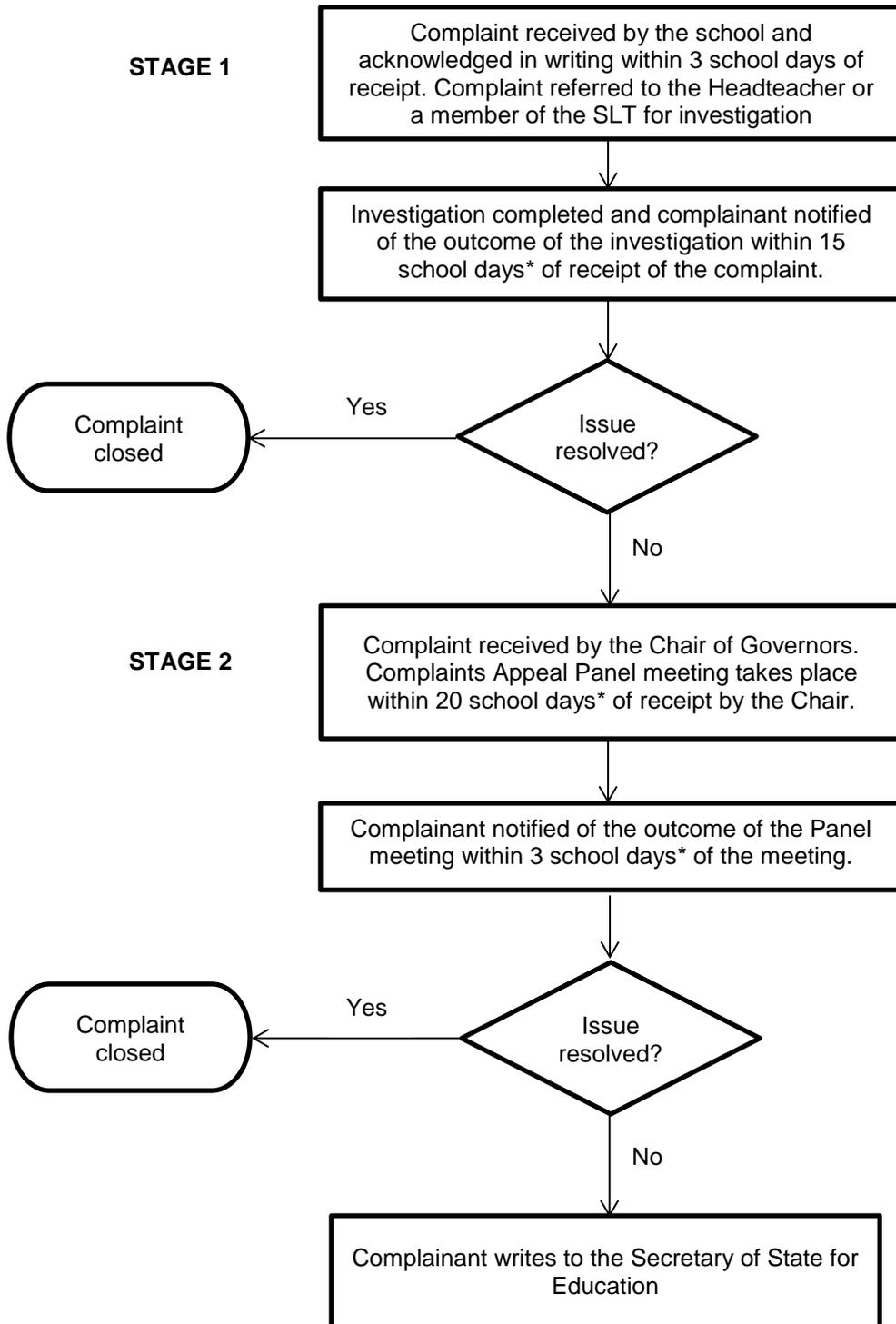
Complaints not in scope of the School Complaints Policy and Procedure

The school is not able to consider a complaint when there are other statutory (legal) ways of pursuing it. This includes complaints relating to:

- admission procedures
- legal exclusions of individual pupils
- providing education for individual pupils with special educational needs
- religious education or the religious character of a school, or
- temporary changes to the curriculum.

Any concerns about these issues should be raised with the Local Authority or the DfE.

Flowchart of the Formal Complaints Procedure



* If, for any reason, it is not possible to meet these timescales, the complainant will be informed in writing of the reason for the delay, and revised timescales will be provided.

Round Hill Primary School
Complaint Form

Please complete and send to the Headteacher or a member of the Senior Leadership Team (SLT) who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

.....

.....

.....

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)?

ANNEX B

What outcome are you seeking?

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:

Sent by:

Complaint referred to:

Date: