Policy Title	**Complaints**
Reference	**WPS/January 2015/Version 1**
Approving Committee	**Finance, Staffing & Governance**
Chair of Committee	**Headteacher**
Date of Next Review	**January 2017**

Mission Statement

Woodborough School is all about…

Christian caring
Happiness
Inspiring
Learning together
Diversity
Rewarding
Enabling
Nurturing

This document was approved by Finance, Staffing and Governance Committee and should be considered in conjunction with other school policy documents including: Equality; Health & Safety; Special Educational Needs; Able Gifted & Talented; Ethos, Behaviour & Discipline; Teaching & Learning; Assessment & Record Keeping; and Safeguarding (Child Protection, Anti-Bullying & E-safety).

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.

PROCEDURES FOR DEALING WITH COMPLAINTS

1. Receiving the complaint – *The persons receiving the complaint will:*
   - Listen sympathetically to the complaint
   - Offer an immediate acknowledgement verbally or within three days in writing
   - Indicate what action should be taken, by whom and by when
   - Decide, in consultation with others if necessary, to whom the complaint should be referred
   - Ensure that all the relevant information is passed on the person investigating immediately

2. Dealing with the complaint – *The person investigating the complaint will:*
   - Ensure that a thorough and fair investigation is carried out
   - Consult appropriately
   - Maintain confidentiality
   - Involve other agencies, e.g. the Police, Social Services, etc, as appropriate and after careful consideration
   - Keep the complainant informed of the progress of the investigation

   If the complaint concerns a member of staff, that person has the right to be informed immediately, be given the opportunity to put their side of the case, be kept informed of progress in the investigation and of the outcome.

3. Deciding what action to take –
   If the person investigating the complaint finds that there is a case to answer, the following methods of redress may be offered:

   - An apology
   - An explanation
   - Action to put things right

   The complainant will be informed of the outcome of the investigation as soon as is reasonably possible. The overall timeframe will be discussed at the first meeting. She/he will be informed to whom reference can be made if the outcome is not thought to be satisfactory.
   If the person investigating is not a member of the Senior Management Team, she/he will ensure the Senior Management Team is kept fully informed.

4. Keeping Records – *The person investigating will ensure that:*
   - Careful records are kept
   - The complaints log is completed
   - Confidentiality is maintained

5. Reviewing and monitoring – *The Senior Management team will:*
   - Review the complaints log termly
   - Survey complainants to determine the level of satisfaction achieved
   - Report termly to Governing Body meetings

How to share a concern? (Stage 1 of the flow chart – See Appendix 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.

Sharing a concern about the Headteacher

Should a parent have a complaint about the Headteacher, s/he should first make an informal approach to the Chair of Governors who is obliged to investigate it. The Chair will do all s/he can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.

Sharing a concern about a member of staff

Should a parent have a complaint about a member of staff, this should be directed to the Headteacher. The Headteacher will do all s/he can to resolve the issue but if a parent is unhappy with the outcome, s/he can make a formal complaint as outlined below.

What to do if the matter is not resolved through informal discussion? (Stage 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.

How to take the matter further? (Stage 3)

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Chair of 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 (see Complaints form – Appendix 2). The parent should send this written complaint to the Chair of Governors.

The Governing body must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites 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.

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 parents' satisfaction.

Monitoring and Review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all complaints received by the school and records how they were resolved. Governors examine this log on a termly basis.

This policy will be formally reviewed in accordance with our published policy review cycle. In the meantime it will be monitored by the Finance, Staffing and Governance Committee to whom any questions, comments or suggestions should be made.

Woodborough CE Primary School - Complaints Procedure Flowchart
(Appendix 1)

Why have a procedure like this?

We want a supportive Home - School relationship in which most problems are ironed out as soon as possible, so that pupils' learning, which is the most important part of our school, is not damaged.
We have worked out a set of steps for you to follow.

When should you contact us?

As soon as possible if something is bothering you to do with our school.

Initial contact should be as follows:

STAGE 1:
An incident in class - Classteacher

A complaint about staff - Headteacher

A complaint about the Headteacher – Chair of Governors

If the matter can be sorted out satisfactorily on this informal basis, fine. If not, then we will proceed with the School Complaints Procedure outlined below.

STAGE 2:
A complaint which remains unresolved will be referred to the Headteacher who will investigate the matter and discuss it with you.

STAGE 3:
A complaint which still remains unresolved, should be referred in writing to the Chair of the Governing body. A Complaints Panel will meet and all relevant parties concerned will be invited to be present. The matter will be considered carefully and a final decision reached (minutes of the meeting will be taken).

You will be kept fully informed of the progress of your complaint throughout the process.

There is no formal procedure for praise, but if you feel that we have done something particularly well, please let us know.

Woodborough CE Primary School - Complaints Form
Appendix 2

Please complete and return to the Chair of Governors, who will acknowledge receipt and explain what action will be taken

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Email:

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?

Complaints form (page 2)

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

Signature:

Date:

Official use

Date Acknowledgement sent:

By who:

Complaint referred to:

Date: