



All Saints Church of England Primary School
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Wigston Magna

Complaints Policy

The Governors of All Saints Church of England Primary School would like to ensure that any complaints about the school or an individual within the school are dealt with quickly, courteously, fairly and with sensitivity.

This policy sets out the ways in which complaints will be dealt with from parents or guardians, from children and from members of the teaching and non-teaching staff.

A complaint is defined as a report from one of the above mentioned persons that they are not happy with something that the school, a teacher, a member of the non-teaching staff, or a helper has done, failed to do, or done in an unacceptable way and should be dealt with in the following ways:

- A parent or guardian: Should a complaint arise which relates to matters that are directly the responsibility of the school, the response would come initially from the Head Teacher, in consultation with the Chair of Governors.
- Teaching Staff: In the event that a member of the teaching staff feels it necessary to make a complaint, this should, if possible be discussed initially with the Head Teacher and the Chair of Governors.
- Non-teaching staff: All such staff are directly responsible to the Head Teacher to whom all concerns should be initially directed.
- Children: It is acknowledged that children have the right to be listened to and their views and feelings to be taken seriously. Any complaint or concern should initially be dealt with by the staff concerned. If the matter cannot be resolved between these two parties, then children should be encouraged to talk about any concerns with the Head Teacher. Any matter brought to the attention of the Head Teacher will be followed up.
- In the event of a complaint which relates to procedures and provisions, this is directly the responsibility of the Local Authority and a response should come from the Local Authority and the Diocesan Director of Education.
- Child Protection Issues: If a complaint contains the possibility that a child may have been, or may be at risk of abuse (physically, emotionally, sexually or by neglect) then reference should be made to the child protection procedures. Any investigation would be carried out under the child protection procedure, not the complaints procedure.

Ratified November 2007
Reviewed November 2012
Next Review November 2016

Summary of Complaints Procedure

Should a complaint arise which is related to matters that are directly the responsibility of the school, the response will come initially from the Head Teacher, in consultation with the Chair of Governors.

If a satisfactory outcome is not achieved, the complainant has the right under the 2002 Education Act, Section 29, to submit a written complaint (form provided) and to a meeting with the Governors drawn from the Complaints Committee who have not had any previous involvement with the complaint. This committee will comprise of three members of the Governing Body.

In addition, the complainant will be given the telephone number of the Parent Officer at County Hall who is available to give advice to parents concerning their rights and responsibilities.

The Head Teacher may be present at the meetings as well as a friend or representative of the complainant. After hearing all relevant information and having seen any documentation, the committee will then discuss the matter privately and agree on what action should be taken. The Clerk should be present to record any conclusions reached.

All parties should be informed by the Clerk in writing of the conclusions reached and the recommendations made. The Clerk should send copies of the minutes to members of the complaints committee only. A copy of the minutes, signed by the Chair of the Complaints Committee should be kept by the Clerk in the minutes file.

At the next full Governors meeting, a simple statement should be made that the Complaints Committee had met to consider a complaint. Proceedings should be kept confidential and no further details given.

Any recommendations as a result of the complaint should be treated in general rather than specific terms. Should a parent or guardian not be satisfied with the outcome of their meeting with the Complaints Committee, the matter would then have to be referred to L.A/Diocese.

In the event of a complaint being made, reference will be made to the attached School Complaints Procedure (Annex B) produced by the DCSF and which accords with the L.A's own procedures.

If you have a concern or a complaint:

We would like you to tell us about it. We welcome suggestions for improving our work in the school. Be assured that no matter what you are wanting to tell us, our support and respect for you and your child in the school will not be affected in any way. Please tell us your concern as soon as possible. It is difficult for us to investigate an incident or problem properly that happened some time ago.

What to do first:

Most concerns and complaints can be sorted out quickly by speaking to your child's class teacher. Any teacher or the school secretary can help you find the right member of staff. If you have a complaint which you feel should be looked at by the Head Teacher in the first instance you can contact her straight away if you prefer. It is usually best to discuss the problem face to face. You may need an appointment to do this. You can make one by ringing or calling in to the school office. You can take a friend or relation to the appointment with you if you would like to.

All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does not mean that in every case they will come round to your point of view but it will help both of you and the school to understand both sides of the question. It may also prevent a similar problem arising again.

What to do next:

If you are dissatisfied with the teacher's response (or with the Head Teacher's initial reaction if she has already been involved) you can make a complaint to the Head Teacher. This should be made in writing using the notification form provided.

If your complaint is about an action of the Head Teacher personally, then you should refer it to the Chair of Governors.

You may also find it helpful at this stage to have a copy of the full statement of the General Complaints Procedure as this explains what procedures are followed. This is available from the school office.

The Head Teacher will ask to meet you for a discussion of the problem. Again you may take a friend or someone else with you if you wish. The Head teacher will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. You will receive a written response to your complaint.

If you are still unhappy:

The problem will normally be resolved at this stage. However, if you are still not satisfied you may wish to contact the Chair of the Governing Body to ask for a referral of your complaint to a Governors' Complaints Panel. It will then be heard by a group of three governors who have no previous knowledge of the problem and so will be able to give it fresh assessment.

You will be invited to attend and speak to the panel at a meeting which the Head Teacher will also attend. The General Complaints Procedure statement explains how these meetings operate.

Further Action:

Complaints about school problems are almost always settled within schools but in exceptional circumstances it may be possible to refer the problems to an outside body such as the L.A or the Secretary of State for Education and Employment. Again there is more information on this in the General Complaints Procedure.