

PARLEY FIRST SCHOOL



GENERAL COMPLAINTS POLICY AND PROCEDURE

Introduction

- This document sets out the school's procedure for addressing complaints.
- Please note that this procedure does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals and special educational provision. These are the subject of separate complaints procedures.
- This complaints procedure should only apply where the complaint is to do with the running of the school and the application of its policies and procedures. For example, complaints about:
 - School uniform and jewellery
 - School activities and visits
 - Application of medication to pupils
 - Loss of personal items
 - Behaviour, sanctions and bullying
 - Consultation over pupil progress
 - Supervision of pupils
 - Use of mobile phones
- General complaints are handled by the school according to the arrangements set out below.

Aims And Objectives

The school will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

We welcome parents suggestions for improving our work in the school and can reassure parents that irrespective of the matter raised this will not affect our support and respect for them and their child .

Complaints Procedure

Most complaints are best dealt with informally. If you have any concerns about the school or the education provided, please discuss the matter with your child's class teacher at the earliest opportunity.

Stage 1 - informal

If you feel that a concern has not been addressed through discussion with the class teacher, or that the concern is of a sufficiently serious nature, please make an appointment to discuss it with the headteacher. The headteacher considers any such complaint very seriously and most complaints can be resolved at this stage. The headteacher will offer you a copy of this policy should you be unable to resolve the matter and require further guidance.

Stage 2 – formal

If the matter cannot be resolved, or your complaint is about the headteacher then it may be appropriate for you to write to the chairman of Governors to make a formal complaint. (Verbal complaints will be taken just as seriously.) Please state the nature of the complaint, the steps taken to resolve it and the action you would like to see taken to remedy your concerns. The chairman of governors will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within 15 working days of receiving the complaint.

Stage 3 – formal

If you are not satisfied with the result, you may ask to refer your complaint to Stage 3 of the procedure. At this Stage, a panel of 3 governors will meet to consider the complaint and make a final decision about it on behalf of the governing body. The panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 working days of your request.

You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend part of the meeting, accompanied by a friend/partner if wished, to put your case. The headteacher will be given the same opportunities. The panel will write to you with its conclusion within 15 working days of the meeting.

If you are unhappy that the case has not been carried out according to the procedure laid down you may contact the LEA School Complaints Officer. He / she will then check that the correct procedure has been followed.

The complainant will be informed of any decision made and the action required within two weeks.

The LEA does not have any jurisdiction with regard to the decision made by

Governors.

As far as the school and the Local Education Authority are concerned, this decision is final. If you are still unhappy with the way in which the procedure has been followed you may write directly to the Local Government Ombudsman.

Monitoring And Review

The governing body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all formal complaints received by the school and records how they were resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

Availability

A copy of this procedure is in the school prospectus and available to all parents on request.

Reviewed: Autumn 2010

Next Review Due: Autumn 2012