

Sherington Primary School Complaints Policy and Procedure



Our Vision Statement

Sherington Primary School is an inclusive community. We place the child at the centre of all that we do. We strive to maintain the highest standards in an environment that is creative, stimulating, inspiring and enabling.

Aspire

- Motivating and exciting all to become life-long learners

Believe

- Developing the skills and confidence to foster self-belief

Create

- Engaging all learners through creative practice and personal reflection

Achieve

- Experiencing success and embracing future challenges

Our Aims

To place the child at the centre of all that we do.

To foster positive, supportive relationships with families and the wider community.

To provide models of excellence drawing on the expertise of our highly skilled team.

To provide an enquiry based curriculum, that promotes the values of resilience, adaptability and perseverance.

To promote life-long learning through developing a whole school culture of challenge and growth.

To prepare learners for a future in an increasingly interconnected global economy.

Policy Reviewed	April 2015
Agreed by Staff	April 2015
Ratified by Governors	April 2015
Date due for review:	April 2017

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We believe our school provides an outstanding education for all our children and that the headteacher and other staff have very positive relationships with parents. However the school is obliged to have procedures in place in the event there are concerns or complaints from parents. The following policy sets out the procedures that the school will follow.

School Complaints Procedure

General Principles:

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

Raising a concern or complaint

1) Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be in person by appointment, by letter, or email. Appointments or phone calls may be requested using a "Meeting Request" form available from the school website or from the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the head teacher (or to the chair of the governing body, if the complaint is about the head teacher).

If you are uncertain about who to contact, please seek advice from the school office or the clerk to the governing body (contactable via the school office). Refer to Attachment 1 for a list of appropriate contacts in various situations.

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2) Formal Stage

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the head teacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the head teacher, your complaint should be passed to the clerk to the governing body, for the attention of the chair of the governing body.

A 'School Formal Complaint' form can be collected from the school office.

You should include details which might assist the investigation, such as names of potential witnesses, dates, times and locations of events, and copies of relevant documents.

Parents, however, should not attempt to investigate the matter themselves outside of the remit of speaking to their own child. At no point should parents take it on themselves to interview other children, collect witness statements or approach other parents with a view to investigating or sorting the matter themselves. Parents need to allow time for the school to carry out its own investigations.

It is very important also that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the head teacher, or to the clerk to the governing body, as appropriate and marked 'confidential'.

The head teacher (or chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution.

It is possible that your complaint will be resolved through a meeting with the head teacher (or chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 5 days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the clerk to the governing body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A 'Review Request' form can be collected from the school office.

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Review Process

Any review of the process followed by the school will be conducted by a panel of 3 members of the governing body. This will usually take place within 10 school days of receipt of your request.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically

A summary flowchart of this process is given in Attachment 2.

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Attachment 1: Contact person and policy/procedure for various issues

Nature of contact	Appropriate person to receive contact	Relevant policy/procedure
Request for published information	School office	FOI Act Charging Policy
Request for personal pupil information	Head teacher or senior member of staff	DPA Charging Policy
Complaint about GB policy (content or application of)	Clerk/chair	General Complaints Procedure
Concern about provision of facilities or services by the school	Head teacher Chair	General Complaints Procedure
Allegation about conduct of a member of staff	Head teacher or chair (if allegation against head)	School Staff Discipline Procedure (Confidential to School and Employee)
Allegation of verbal or physical assault by employee on pupil	Head teacher or child protection co-ordinator or chair (if allegation against head)	Local Child Protection Procedures (Confidential to school, LA CPO and parents of alleged victim)
Allegation about capability of a member of staff	Head teacher or chair (if allegation against head)	School Staff Competence Procedure (Confidential to School and Employee)
Conduct of another pupil (e.g. bullying)	Head teacher or senior member of staff	School behaviour and discipline procedures (Confidential to School and parents of alleged perpetrator)
Discipline of a pupil	Head teacher or senior member of staff	School behaviour and discipline procedures (Confidential to School and parents of pupil)
Content of /Failure to maintain a statement of SEN	Head teacher /SENCO LA	LA procedures
Admissions	Chair/clerk (Foundation/VA) LA (Community/VC)	Admissions Procedure Admissions Appeal Procedure
Exclusion	Chair/clerk (Foundation/VA) LA (Community/VC)	Exclusion Appeal Procedure
Failure to provide NC Entitlement or Inappropriate Curriculum	Head teacher Clerk to GB LA	LA Procedure
Extended Services	Manager of relevant service	Procedures of Service Provider
Decision to remove licence for a person to enter school premises (banning)	Clerk to GB/chair	GB Appeal Committee

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Attachment 2: Summary of Process to Resolve Complaints

