



Complaints Policy

1 Introduction

- 1.1** We strive to provide the best possible education for all our children and we recognise the importance of our partnership with parents in achieving this. The headteacher and staff work very hard to build positive relationships with all parents. However, the schools have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the schools follow in such cases.
- 1.2** If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.
If the concern is for the safety or wellbeing of a child, parents should talk to the schools' Safeguarding Lead – Mr Thapar, Headteacher. If Mr Thapar is not available parents may talk to the Deputy Safeguarding Lead – Mrs Stockton at Manley. Safeguarding Governor is Mrs Pierre-Louis
- 1.3** We deal with all complaints in accordance with procedures laid down by the Local Authority. If the school itself cannot resolve a complaint, those concerned can refer the matter to the Chair of Governors.
- 1.4** All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

2 Aims

- 2.1** Our schools aim 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. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

3 The complaints process

Informal stage

- 3.1** 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. In our experience most matters of concern can be resolved positively in this way. All teachers should work very hard to ensure that each child is happy at school and is making good progress; they will want to know if there is a problem, so that they can take action before it seriously affects the child's progress or wellbeing.

3.2 SEN Complaints

Any complaints or appeals against statements of Special Educational Needs or disability discrimination, which cannot be resolved with the Headteacher are dealt with separately by the Local Authority's Special Needs team. If agreement cannot be reached parents may refer to a Special Educational Needs Tribunal. This Governing Body recognises its responsibility in meeting duties to disabled pupils. (See Equality Scheme and Accessibility Plan(DFS/H).

3.3 Where parents feel 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 will consider any such complaint very seriously, and investigate each case thoroughly. Most complaints are normally resolved by this stage.

3.4 Should any parents have a complaint about the headteacher, they may first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the school. If parents are unhappy with the outcome, they should make a formal complaint, as outlined below.

3.5 If an informal complaint fails to resolve the matter a formal complaint may be made to 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. The parent should send this written complaint to the chair of governors.

3.6 The complaints committee must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The complainant may bring a representative to support him/her but should notify the chair of governors of his/her intention to do so. The committee must give the complainant at least three days' notice of the meeting.

3.7 After hearing all the evidence, the committee will consider its decision and inform the parent about it in writing, within seven days of the meeting. The governors will do all they can at this stage to resolve the complaint to the parent's satisfaction, which may include referring the complaint to the full governing body.

3.8 If the complaint is not resolved, a parent may make representation to the Local Authority. Further information about this process is available from the school or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

3.9 If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

4 Monitoring and review

4.1 The governors will monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher will log all complaints received by the school and record how they were resolved. Governors will examine this log on an annual basis.

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- 4.2** Governors will 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, so that they can be properly informed about the complaints process.
- 4.3** This policy is reviewed every two years, or before if necessary.

Signed:

Date:

Date Authored	October 2016
Date Ratified By Governors	June 2017
Date for Review	June 2019