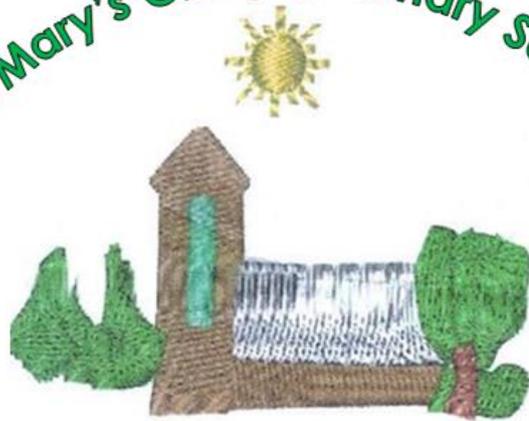


St. Mary's C.E. (A) Primary School



**St. Mary's C.E. (A) Primary School
Greenfield**

**School Complaints Procedure
2018**

'We enjoy learning and achieving in a Christian environment'

ST, MARY'S C.E. (A) PRIMARY SCHOOL

GREENFIELD

SCHOOL COMPLAINTS PROCEDURE

Mission Statement

'We enjoy learning and achieving in a Christian environment'

Introduction

- This policy relates to parents, carers and pupils of the school.
- The procedure set out in this document is based on the principles set out within the Department for Education guidance to schools in respect of responding to complaints - *Best Practice Advice for School Complaints Procedures 2016*. The guidance may be accessed via the following link:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/489056/Best_Practice_Advice_for_School_Complaints_2016.pdf
- The procedure set out in this document should be read and will be implemented in conjunction with the support and guidance of DfE documentation, as outlined above.
- This procedure also takes account of the document *Oldham Council: Responding to Complaints and Representations - Guidance for Schools and Governing Bodies, January 2016*.
- Manchester Diocese is recognised and will be resourced as a key asset in supporting and offering guidance where complaints may be deemed contentious.
- The Headteacher and all staff in school strive to build positive relationships with all parents and partners in the community. We encourage people to raise concerns with us as soon as possible, in order that we may act swiftly and effectively to resolve matters to the satisfaction of all involved.
- Any safeguarding, disciplinary or grievance matters fall outside of the scope of this complaint process and will need to be addressed via the appropriate procedure.
- Complaints from persons attending an event by a third party hirer must be directed to the organiser of the event and not to the school.

Procedure

Stage 1

Initial concerns

1. Discussion with the Class Teacher

Most concerns can be resolved quickly and informally by speaking with your child's Class Teacher. However if matters cannot be informally resolved and parents do wish to take the matter further then they should make an appointment to see the Key Stage Leader or proceed to Stage 2, as outlined in this procedure.

Timescale: Teacher acknowledges and meets with the complainant or discusses over the telephone within 7 working days

Resolved: No further action taken

Not Resolved: Refer to Key Stage Leader or proceed to Stage 2 (see below)

In relation to the above, staff should also refer to the School Communication Agreement. Please ensure, for reasons of safeguarding, that a Key Stage Leader is aware of any appointments taking place and that these are recorded in the school Diary. Refer also to the Visitor Policy for guidance about admitting visitors to school.

2. Discussion with the Key Stage Leader

If having spoken with the Class Teacher (or if the concern raised is about the Class Teacher, parents are still not satisfied that the concern has been resolved then they will need to make an appointment to meet the Key Stage to discuss their concerns.

Timescale: Key Stage Leader acknowledges and meets with the complainant or discusses over the phone within 7 working days

The Key Stage Leader will then discuss the matter with the appropriate individuals and undertake the actions necessary to address concerns.

Timescale: Discussion between Key Stage Leader and parents should take place within 14 days of the concern being expressed.

Resolved: No further action taken

Not resolved: Refer to Head Teacher

Please ensure, for reasons of safeguarding, that a Key Stage Leader is aware of any appointments taking place and that these are recorded in the school Diary. Refer also to the Visitor Policy for guidance about admitting visitors to school.

Stage 2

3. Formal complaint to the Head Teacher

If having spoken with the Key Stage Leader parents are not satisfied that concerns have been resolved or if the concern is about the Key Stage Leader or is from a member of the community, then they will need to make an appointment to meet with the Head Teacher to discuss their concerns. If concerns cannot be resolved right away the Head Teacher will request a complaint in writing, and will then investigate matters as quickly as possible. This may involve talking to any staff or pupils involved and reviewing any written information available. Parents or members of the community will then receive a written response to their complaint confirming the outcome and any action to be taken within 14 working days of receiving the written complaint.

Timescale: Head Teacher provides a written response within 14 working days of receipt of the written complaint.

Resolved: No further action taken

Not resolved: Refer to Chair of Governors

Stage 3

4. Formal complaint to the Chair of Governors

If having spoken with the Head Teacher (or if the complaint is about the Head Teacher) parents or members of the community are still not satisfied that the complaint is resolved then they will need to contact the Chair of Governors. This should be completed in writing and addressed to the Chair of Governors. The letter should contain the contact details of the parents or members of the community and an outline of the issues wishing to be raised. This should then be put in an envelope marked 'FAO - the Chair of Governors. Private and Confidential'. This should be left with staff at the main office who will forward the complaint to the Chair of Governors. The Chair of Governors will then contact the parents and see if a satisfactory conclusion can be reached.

Timescale: Chair of Governor acknowledges and meets with complainant within 7 working days

Resolved: No further action taken

If no satisfactory conclusion can be reached, the Chair of Governors will then investigate the complaint and provide a written response to the complainant within 14 working days.

Timescale: Chair of Governors provides a written response within 14 working days

Resolved: No further action taken

Not resolved: Refer to Governor Complaint Committee

Stage 4

5. Formal complaint to the Governor Complaint Panel

If having received a response from the Chair of Governors parents or members of the community are still not satisfied that the complaint is resolved then they will need to make request for a Governor Complaint Panel to be convened. The Chair will then acknowledge the request and arrange for a panel of three school governors who have not had prior involvement in the complaint to meet to review the complaint and the school response made so far. The members of the panel will each receive an information pack in advance of the panel meetings. The information pack will contain all information that will be presented to the governors at the meetings. This includes the complaint, the reason for complaint, evidence to support the complaint and details of steps taken by the school to resolve the complaint. Both school and parents or members of the community will be invited to submit information for inclusion in the panel pack in advance prior to the panel meeting and no additional written information will be accepted at the panel meeting itself. The Chair will arrange for the panel meeting to be clerked and the aim of the panel meeting will always be to try to resolve the complaint and achieve reconciliation between the school and the complainant/s. However it needs to be acknowledged that the complainant may not be satisfied with the outcome if the panel does not provide the outcome they would wish to see to resolve their complaint. In these circumstances it may only be possible to establish facts, identify possible ways to move forward and make recommendations to satisfy the complainant/s that their complaint has been taken seriously by the school. The panel will reach a conclusion and decide on any course of action it deems necessary to follow. Following the panel meeting, a written response will be sent to both the complainant and the school detailing the outcome and any recommendations made by the panel members. This letter will also outline if there are any further rights of appeal and, if so, to whom these should be addressed. The panel's decision is final and there is no further recourse to the panel, following their decision. This will be done within 10 school working days of the panel meeting.

Timescale: Governor Complaint Panel to convene within 7 working days of receiving formal complaint

Governor Complaint Panel to write to complainant and school within 10 working days of the panel meeting

End of the School's Complaints Procedure - at this point the Governors of the School will consider the matter closed.

Please note - at times specifically when further investigation is needed, complainants need to be aware that it may not be possible to respond within the agreed timescales. If for any reasons this occurs, the appropriate person investigating the complaint will endeavour to provide regular updates to the complainant during this process.

St Mary's C.E. (A) Primary School Formal Complaint Form

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address: Postcode: Day time telephone number: Evening telephone number:
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 to do you feel might resolve the matter at this stage? •
Are you attaching any paperwork? If so, please give details.
Signature:
Date:
Official Use
Date acknowledgement sent:
By whom:
Complaint referred to:
Date: