



COMPLAINTS POLICY **SPRING 2018**

Our School Commitment

The Equality Act 2010 requires us to publish information that demonstrates that we have due regard for the need to:

- Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010.
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it.
- Foster good relations between people who share a protected characteristic and people who do not share it.

Complaints procedure for Parent/Carers

Concerns (informal)

Any problem or concerns should be raised promptly with the class teacher or member of staff responsible for the area or action you are concerned about. If your concern is more serious you may prefer to make an appointment to discuss it with the head teacher. All staff will make every effort to resolve your problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion with the head teacher or relevant member of staff.

Complaints (formal)

Stage 1 (Head Teacher)

If you are dissatisfied with the response of the member of staff (or the head teacher if they have been involved at the informal stage) then you may wish to put your concerns in writing to the head teacher as a complaint. **You should make it clear if you wish the matter to be dealt with as a complaint.** The head teacher will investigate the complaint and provide a written response. This will normally be within 10 school days of your letter, but you will be kept informed if, for example, more time is needed to complete the investigation.

If your original concern was about an action by the head teacher personally or a governor and you have already discussed it at the informal stage, then you should put your complaint in writing to the Chair of Governors.

Stage 2 (Chair of Governors)

If you are not satisfied with the head teacher's response, you may contact the Chair of Governors. The Chair's name, and how to contact them, is published in the school's prospectus, but it will also be available from the school office.

The Chair will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself and the head teacher. At the end of this stage the chair will provide you with a written response within 10 working days.

If you are not satisfied with the Chair's response at the end of stage 2, the complaint can be referred to the governing body by writing to the Chair or clerk to the governing body and you will be provided with a written response.

Stage 3 (Governing Body)

The governing body will ask a smaller group of governors to investigate your complaint. You will be told of your right to appeal if the head teacher and the nominated complaints governors have not been able to resolve your complaint, a committee of the governing body which has not been involved with your complaint should deal with your appeal. You will receive a written response with 10 working days. If you are still not satisfied you can contact the LA.

For most complaints the decision of the governors is the last step in the procedure.

There is a specific procedure for complaints about the school curriculum and matters relating to it, including the provision of information and charges. In general these are dealt with in a similar way to other complaints.

However, there are some specific differences;

The complaint will be investigated by whichever of these is responsible for the matter complained about.

The governing body will inform both the complainant and the LA of the outcome of its investigation.

The LA will provide advice to parents and schools on best practice procedures for dealing with complaints. The LA will, where appropriate, check to make sure that the complaint has been reasonably dealt with. Where required, LA officers may play a role in helping schools to investigate and resolve particular complaints.

School admissions and exclusions

Separate complaint and appeal procedures exist for these matters, and appropriate information is available on request from the school.

Special Needs

There is a separate appeal procedure for these matters, and appropriate information is available on request from the school.

Complaints against school staff

If your complaint amounts to or includes an allegation against a member of staff, this may need to be considered under the school's disciplinary procedure for employees, rather than the complaints procedure. Our policy 'Managing Allegations Against School Staff' will be followed. You will be advised if these procedures are to be used in dealing with your complaint.

Head Teacher: Rachel Otter

School office: Sally Berridge

Chair of Governors: Tam Charlton

Clerk to the Governors: Paul Robinson