



Complaints Policy

Reviewed:	September 18		
Next review:	September 20		
		Diane Osborne	Chair of Management Committee
		S Pritchard-Jones	Head Teacher

This policy should be used in conjunction with the Department for Education Best Practice Advice for School Complaints Procedures 2016

1. Introduction

We believe that our school provides an excellent education for all our children, and that all staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints. The majority of issues raised by parents, the community or pupils are concerns rather than complaints. We are committed to taking corners seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated. Our aim is to resolve the complaint as fairly and speedily as possible. Formal complaints may incur appropriate action by the school.

The following policy sets out the procedure that the school follows in such cases.

2. Aims and objectives

2.1 Our school aims 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 and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3. The complaints process

How to share a concern

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 the member of staff. Most matters of concern can be dealt with in this way. All staff work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

What to do if the matter is not resolved through informal discussion

3.2 Where a parent feels that a situation has not been resolved through contact with the teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head teacher. The complaint must be submitted using the school complaints form. The head teacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

Sharing a concern about the Headteacher

3.3 Should a parent have a complaint about the head teacher the complaint must be referred to the chair of the management committee, who is obliged to investigate it. The chair may appoint a representative of the management committee and do what they can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, the complainant can make a formal complaint, as outlined below. A list of the management committee membership is available on the website www.shepwellschool.co.uk

How to take the matter further

3.4 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the full management committee. 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 The Management Committee Mrs Diane Osborne c/o of the school. The management committee must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that she/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting. After hearing all the evidence, the management committee consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the complainants satisfaction.

Who to appeal to next

3.5 If the complaint is not resolved, a parent may make representation to the LEA. Further information about this process is available from the school or from the LEA. 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.

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

4. Monitoring and review

4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head teacher logs all complaints received by the school and records how they were resolved.

4.2 The Management Committee 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, so that they can be properly informed about the complaints process.

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Shepwell Short Stay School Complaint Form

Please complete and return this form to the Head Teacher /The Chair of Management Committees /The Clerk of the Management Committee (relevant stage of the Complaints Process) who will acknowledge receipt and explain what action will be taken.

Your name: _____

Address: _____

Telephone (Daytime): _____ (Evening): _____

email: _____

Your child's name (if relevant to your complaint): _____

Please give concise details of your complaint, (including dates, names of witnesses etc.) to allow the matter to be fully investigated:

What action, if any, have you already taken to try and resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)

Who did you speak to and what was their response?

Name of person: _____

Response:

What actions do you feel might resolve the problem at this stage?

Your name: _____

Signature _____ Date _____

School Use only

Date form received:	
Received by:	
Date acknowledgement sent:	
Acknowledgement sent by:	
Complaint referred to:	
Date of final response:	



Shepwell Short Stay School Complaint Review Form

Please complete and return this form to the Chair of the Management Committee who will acknowledge receipt.

Your name:	
Relationship with the school (e.g. Parent, neighbour):	
Address:	
Telephone no:	
Your child's name (if relevant to your complaint):	

Dear Sir/Madam

I submitted a formal complaint to the school on _____ and am dissatisfied by the procedure that has been followed.

My complaint was submitted to _____ and I received a response from _____ on _____

I have attached copies of my formal complaint and the responses from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

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What actions do you feel might resolve the problem at this stage?

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Name of Chair Person: _____

Signature: _____

Date: _____

School Use only

Date form received:	
Received by:	
Date acknowledgement sent:	
Acknowledgement sent by:	
Complaint referred to:	
Date of Final Response:	