



## **Complaints Policy**

Reviewed:	September 2020		
Next review:	September 2023		
		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](http://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 management committee's complaints panel. 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. It arranges a meeting to discuss the complaint, and may invite the person making the complaint 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 reviewing all the evidence, the complaints panel 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 LA or DfE. Further information about this process is available from the LA.

### **4. Monitoring and review**

4.1 The management committee 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.



### **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**

<b>Date form received:</b>	
<b>Received by:</b>	
<b>Date acknowledgement sent:</b>	
<b>Acknowledgement sent by:</b>	

<b>Complaint referred to:</b>	
<b>Date of final response:</b>	



**Shepwell Short Stay School Complaint Review Form**

Please complete and return this form to the Chair of the Management Committee who will acknowledge receipt and pass it on to the complaints panel chair.

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:

--

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

Name of Chair of Complaints Panel: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**School Use only**

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

## Complaints Procedure Flowchart

