



## All Saints Benhilton C. of E. Primary School Complaints Policy

### **Mission Statement**

Together, within God's love, we nurture and inspire today's minds for tomorrow's challenges.

### **Values underpinning our policy**

- Pupils learn best if there is an effective partnership between school and parents
- All members of the school community are entitled to have their points of view heard
- Unresolved complaints can result in unhealthy conflict

From time to time parents and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations the governing body has adopted a complaints procedure. The policy and procedure will be regularly reviewed to ensure that the whole school community understands the procedure. The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means
- Be simple to use and understand
- Be non-adversarial
- Treat complaints confidentially
- Allow problems to be handled swiftly
- Address all points at issue
- Inform future practice so that the problem is unlikely to recur
- Reaffirm the partnership between parents, staff and governors as they work together for the good of the pupils in the school
- Make clear the times set aside when staff are available for discussion with parents
- Ensure that the school's attitude to a pupil would never be affected by a parental complaint
- Discourage anonymous complaints
- Actively encourage strong home-school links
- Ensure all staff have opportunities to discuss and understand the school's response to concerns and complaints made by parents
- Ensure that any person complained against has equal rights with the person making the complaint
- Regularly review its system for monitoring concerns and complaints received from parents

## **SUMMARY OF THE STAGES IN THE COMPLAINTS PROCEDURE**

### **Stage 1: Informal**

- Discussion of concerns with class teacher.
- If unsatisfied parents may ask to discuss concerns with headteacher or deputy headteacher
- The headteacher/designated member of staff will investigate.
- If still unsatisfied parents will be asked to confirm their concern in writing to the headteacher.
- At this point parents will be offered an opportunity to meet again with the Headteacher. This meeting could also include a governor or other person designated by the Governing Body.

### **Stage 2: Formal**

- Chair of the Governing Body and/or a designated governor investigates.
- Chair sends written summary of findings to parents together with his/her decision.
- If the parents are not happy with the Chair's decision they may ask for the matter to be referred to the Governing Body's Complaints Committee.
- Following a referral by the Chair of Governors, the Complaints Committee considers the complaint and reaches a decision; the parents are informed of the decision.

## EXPRESSING A CONCERN: NOTES FOR PARENTS

### Anonymous Complaints

Anonymous complaints should be considered as they may relate to something serious. The handling of such complaints should be left to the headteacher's or chair's discretion to decide whether the gravity of an anonymous complaint justifies investigation. If the Headteacher, or chair of governors believes there could be any substance to the complaint, s/he should investigate the matter and record the results in an investigation file.

### Child Protection

For any complaint that involves a potential child protection issue the appropriate officer at the LA must be contacted immediately and any investigation must wait until the LA procedure has been completed.

***Full details of the procedure may be obtained from the school office***

Signed .....*M. Rowland*..... Chair of governors

Signed .....*J. Whelan-Cox* ..... Headteacher

Reviewed     September 2017  
Next Review   September 2019

## COMPLAINTS PROCEDURE

