

THE ABBEY PRIMARY SCHOOL GENERAL COMPLAINTS PROCEDURE

Aim

To explain the procedures used by the school for dealing with complaints, problems or worries from all sections of the school community and the wider community outside, as approved by the Governing Body.

Rationale

When dealing with all complaints, problems and worries the school will respect confidentiality and endeavour to be approachable, thorough and fair. It will keep all interested parties informed of any relevant developments, findings and decisions.

General Advice

It is important for any party who has a particular concern to let the school know at an early stage so that the issue can be dealt with fairly, quickly and informally; thereby preventing the need to make a formal complaint. Most problems can be solved in this way. In the event of a formal complaint the school will follow this policy and guidance notes from the Local Education Authority. Contact can be made either by telephone, letter, complaints form or in person. When contacting members of staff for a personal discussion, please do so through the Administrator whenever possible, as she will be able to arrange a mutually convenient time for you to meet. With full teaching commitments, it is obviously difficult for the staff to see people at short notice and during lesson times. It is helpful if the staff have an outline of what the meeting will be about, so that they can have any necessary information available.

Procedures for Dealing with Complaints from Parents

If a parent/guardian has a complaint, problem or worry related to an aspect of school, they should be encouraged to take the following steps:

1. Arrange a meeting with the class teacher at a mutually convenient time, if relevant to the issue, where the problem can be dealt with at first hand. The class teacher should inform the Headteacher of the meeting as a matter of courtesy, observing confidentiality where necessary. Notes of the meeting may be taken at the teacher's discretion.
2. If the problem does not seem to be addressed and the parent/guardian still has concerns, then a meeting with the Headteacher (or the next Senior member of staff available in her absence) should be arranged as soon as possible, preferably within a week. The Headteacher will liaise with any staff as necessary, in order to solve the problem as fairly and quickly as possible.
3. If the parent/guardian is still unhappy, or it is an issue relating to the Governing Body or an individual governor, a formal letter should be written to the Chair of the Governing Body who will be take any necessary action to resolve the problem. A response will be given within 20 days.
4. If this avenue fails then the parent/guardian has the right to take the issue to the Local Education Office.

Procedures for Dealing with Complaints from Pupils

If pupils have a complaint, problem or worry related to any aspect of school, they should be encouraged to take any of the following steps:

1. Talk to their parent/guardian who can then approach the school on their behalf as outlined above.
2. Talk to their class teacher who will be able to deal with the issue at first hand. The class teacher should inform the Headteacher and other staff, if appropriate, as a matter of courtesy, providing confidentiality is not broken.
3. Talk to the Headteacher who can then liaise with all parties involved to solve the problem quickly.
4. Talk to a member of staff who they feel able to approach and this member of staff can then approach the Headteacher or class teacher on their behalf.
5. Talk to a friend who can then approach the Headteacher or member of staff on their behalf.

Procedure for Dealing with Complaints from Staff

If members of staff, teaching or non-teaching, have a complaint, problem or worry related to an aspect of school, they should be encouraged to take the following steps:

1. Arrange a meeting with the Headteacher to discuss the issue, as soon as possible, so that it can be dealt with fairly and quickly in an appropriate manner.
2. If the issue is felt by the Headteacher to be of significance to the Governing Body, then the Headteacher will notify the Chair of Governors in the first instance and appropriate action will then be taken. The member of staff must consent to the issue being taken to the Governing Body.
3. If it is an issue relating to the Governing Body, or an individual governor, then the Headteacher will inform the Chair of Governors who will take the appropriate action to resolve the problem.
4. If the issue is relating to the Chair of Governors, it will be taken to the Vice-Chair who will take appropriate action with the HT to resolve the problem.
5. If it is an issue relating to the Head Teacher then a letter needs to be written to the Chair of Governors, who will take appropriate action to resolve the problem. If the matter is still not resolved then a letter needs to be written to Northants County Council.

Procedures for Dealing with Complaints from the Wider Community

If members of the wider community have a complaint, problem or worry related to an aspect of school, they should be encouraged by whomever they approach to take the following steps:

1. Fill in a complaints form that appears at the end of this policy document and send it to the Headteacher. After consultation with all relevant parties, the Headteacher should reply in writing outlining all findings or decisions. As a matter of courtesy, the Headteacher should inform the Chair of Governors.

2. If the matter is not resolved after this first stage, a meeting should be arranged with the Headteacher and, if necessary, the Chair of Governors, to discuss the issue further.

3. If the second stage is unsuccessful then members of the public have the right to register their views with the Local Education Authority.

Procedures for Dealing with Complaints from Governors

If members of the Governing Body have a complaint, problem or worry related to an aspect of the school, they should be encouraged to take the following steps:

1. To voice their concerns to either the Headteacher or Chair of Governors so that issues can be dealt with openly and quickly.

2. If the issue is of a more sensitive nature, then they should approach the Chair of Governors who will take any necessary action to resolve the problem.

All of the above procedures in no way replace any correct and agreed procedures set out in other school policies e.g. Staff Disciplinary and Grievance Policies.

The Abbey Primary School - complaint form

Please complete and return to Mrs Renuka Popat – *Headteacher* (complaints co-ordinator) who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

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 do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: