

Lady Katherine Leveson
Church of England Primary School



Complaints Policy

Responsibility of: The Headteacher and Governors

*Evaluation: Annually, through the Human Resources
Committee*

Lady Katherine Leveson Church of England Primary School
Policy for Complaints

Overview:

This policy should be used in conjunction with the DCSF Guidance (School Complaints Procedure – 22 May 2003) and alongside Lady Katherine Leveson C of E Primary School's Home/School Agreement.

Executive Summary

Purpose:

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. Lady Katherine Leveson C of E Primary School is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow our school's formal complaints procedure. For our 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.

Rationale:

The prime aim of Lady Katherine Leveson C of E Primary School's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by our school.

Our school believes that complaints are positive, in that any communication is useful and helps to keep the partnership between school and parents working effectively. There is also the chance to apologise for any mistakes or concern caused, if that is appropriate, by all parties. Communication is healthy and necessary.

Key Principles

The following details outline the stages that can be used to resolve complaints.

The Lady Katherine Leveson C of E Primary School Policy has three main stages.

In summary they are as follows: -

- Stage 1 – A concern is raised informally with a staff member.
- Stage 2 – Complaint is heard by Headteacher.
- Stage 3 – Complaint is heard by Governing Body's Complaints Appeal Panel.

Actions / Aims: To resolve all complaints; see the process below

Monitoring and Evaluation: This policy is reviewed annually through the Human Resources committee, and its efficacy judged through a review of any complaints received. This may involve talking to those involved, such as staff and parents.

The process:

Stage 1 – Raising a concern

Concerns can be raised with our school at any time and will often generate an immediate response, which will resolve the concern. Our school requests that parents make their first contact their child's class teacher or relevant member of staff. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call our school within 10 school working days and state what you would like our school to do. Our school will then look at your complaint at the next stage.

Stage 2 – Complaint heard by Headteacher

If the matter has not been resolved at Stage 1, the Headteacher will arrange for a further investigation. Following the investigation, the Headteacher will normally give a written response within 10 school working days. If you are dissatisfied with the result at stage 3, you will need to let our school know within 10 school working days of getting the response.

Stage 3 – Complaint heard by the Governing Body's Complaints Appeal Panel

If the matter has still not been resolved at Stage 3, then you will need to write to the Chair of Governors, via the school, giving details of the complaint. The Chair or a nominated Governor will convene a complaints panel. The hearing will normally take place within 10 school working days of the receipt of the written request for Stage 4 investigation.

The aim of the Appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between our school and the complainant. All parties will be notified of the Panel's decision in writing within three school working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

* **N.B.** In cases where the matter concerns the conduct of the Headteacher, the Headteacher and Chair of Governors will be informed of the complaint. The Chair of Governors will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body the member will be informed of the complaint.

The Governors' appeal hearing is the last school-based stage of the complaints process. If a complaint has still not been satisfactorily resolved at this stage, then the complainant should write to the Local Authority.

For further advice and guidance about our school's Complaints Procedure please contact Solihull Council's Schools' Information Officer on 0121 704 8536.

Solihull Council adopts a complaint procedure that can be obtained from the Complaints Manager – Customer Feedback (telephone 0121 704 6761). In respect of school complaints, the council will consider a complaint when our school procedure, as set out in their policy, has been fully exhausted.

School Self Evaluation:

The committee may choose to review the policy through discussions with parents and staff involved in the complaint, if appropriate, and will always consider the efficacy of the process.