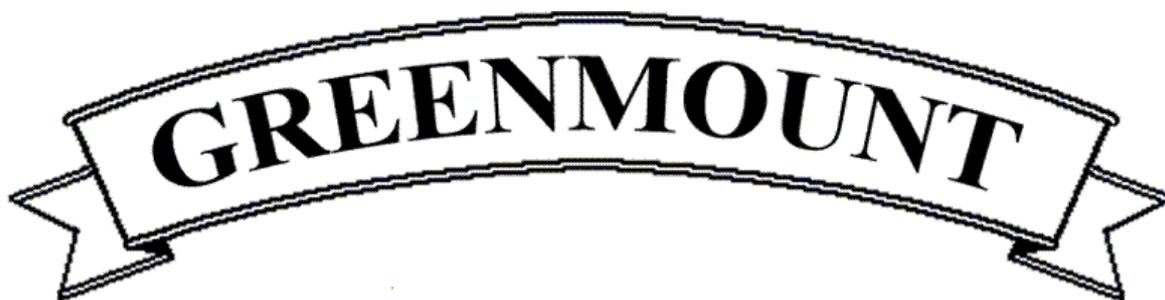


Greenmount Primary School



Complaints Procedure

Policy to be reviewed: November 2017

Next review: November 2019

Purpose of the policy

For all people connected with the school to understand how the school will deal with complaints from parents.

1. Adoption

The school governors at their meeting on **08.11. 2017** adopted this policy .

2. Policy

At Greenmount Primary School we take the safeguarding of children very seriously. This policy must be read in conjunction with the safeguarding policy.

The Governors and Head Teacher of Greenmount Primary School recognise their duty under the 2002 Education Act to publicise the procedures for dealing with complaints from parents.

We have agreed to adopt the policy and procedures recommended by the LA.

Our aim is to resolve all complaints to the mutual satisfaction of all parties. Greenmount Primary School welcomes comments and complaints from parents as a means of promoting pupil and parent satisfaction:

Greenmount Primary School;

- Learns from these comments and takes the opportunity to improve its practices.
- Listens to pupils and parents and seeks to resolve concerns swiftly.
- Acknowledge in writing all letters received outlining complaints.
- Have a clear set of procedures for making a complaint which are available to parents.
- Communicate with complainants at all stages.
- Provide redress where a complaint is found to have substance.
- Regularly review procedures. Investigation of complaints

The person taking responsibility for the procedure will:

- Establish the facts and who is involved.
- Clarify the nature of the complaint and what remains unresolved.
- Gathers information from the complainant.
- Clarifies what the complainant feels would put things right.
- Interviews all others involved with an open mind.
- Keep notes at all stages and interviews.
- Keep the Chair of Governors informed without giving details at this stage.

Resolving complaints

The school will endeavour to resolve all complaints at this informal stage, and will seek at all times to reach an amicable resolution. It may offer:

- An apology
- An explanation.
- An admission that things could have been handled better or differently.
- An assurance that the event for complaint will not recur.
- An explanation of steps taken to prevent recurrence.
- An undertaking to review school policies in light of the complaint.

All complaints will be dealt with as quickly and efficiently as possible.

A complaint can be withdrawn at any stage in the proceedings.

Procedures for making a complaint at Greenmount Primary School:

Stage 1 - a complaint heard by a member of staff.

- Listen to the complainant without making comment.
- Give the complainant assurances that you will follow up all concerns, and if necessary seek the help of a colleague.
- If you feel unable to assist, offer to refer the complainant to another more senior member of staff.
- If the complaint is about the Head Teacher it should be referred directly to the Chair of Governors.
- The Head Teacher will be kept informed at all stages of complaints received and may be confident that they are being addressed by a senior member of staff.

The Head Teacher will always be involved with the final decision. Governors should not be involved at this stage in case formal procedures require them to be involved at a later stage.

Stage 2 - complaints heard by the Head Teacher.

- Letters of complaint will be acknowledged by the Head Teacher within 3 working school days.
- The letter will outline procedures and offer a target date of 15 school days for providing a response. If this target cannot be met the complainant will be contacted and given a reason for the delay. A new date will be agreed.
- The complainant will be offered a meeting with the Head teacher to outline the nature of the complaint. The complainant will be allowed to bring a companion.
- The Head Teacher may invite another member of staff to be present in order to record and minute the meeting.
- The Head Teacher will undertake internal investigations and enquiries to determine the facts of the case, and may involve;
 - o Interviewing staff and pupils
 - o Reviewing minutes of meetings
 - o Reviewing school records
- All meetings and conversations will be minuted and where pupils are concerned with the full knowledge of their parents who may wish to be present.
- Where necessary the Head Teacher may delegate responsibility for investigation to the Chair of Governors.
- A written response to the complainant with a full explanation of procedures and decisions made with details of actions to be taken by the school will be provided.
- A meeting with the Head Teacher or Chair of Governors will be offered to the complainant to seek reconciliation.

Stage 3 - complaint to the Chair of Governors.

The Chair of governors will decide whether to convene the Complaints Committee to investigate the complaint or commission the LA to investigate. If the complaint is about the Head Teacher, the Chair will pass it directly to the LA.

Stage 4 - the Complaints Committee.

The meeting should allow for:

- Both the complainant and the Head Teacher to present their case.
- Witnesses to be heard.
- Questions to be asked by the complainant and the Head Teacher of each other or of witnesses.
- The Committee to ask questions of all personnel involved.
- The complainant and the Head teacher to summarise their position.

The Committee may make decisions and recommendations as a result of the meeting. A written response will be available from the Committee within 15 school days and be available to the complainant and a copy retained in school.

A complaint may be withdrawn at any time in writing.

A complainant is advised of their right to appeal to the Secretary of State for Education or the Local Government Ombudsman if they are unhappy with the way in which the procedures have been carried out.