



PENCOMBE  
C.E. SCHOOL



# Complaints Policy

In God's hands, we love, learn, grow and inspire

"What shall we say the kingdom of God is like, or what parable shall we use to describe it? It is like the mustard seed, which is the smallest of all seeds on the earth. Yet, when planted, it grows and becomes the largest of all garden plants, with such big branches that the birds can perch in its shade."

Mark 4: 30-32

Reviewed: September 2020

Next Review: September 2022

# Pencombe CE Primary School

## Complaints Policy

### Introduction

We believe that our school provides a good education for all our children, and that the Head teacher and other 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 by parents. The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher.

We deal with all complaints in accordance with procedures set out by the Local Authority (LA). If the school cannot resolve any complaint itself, those concerned can ask the LA to intervene.

All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

### Aims and Objectives

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 an opportunity for any complaint to be fully discussed, and then resolved.

### The Complaints Process

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 their child's class teacher. A mutually convenient time can be arranged very quickly. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school and 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.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head teacher. **The Head teacher considers any such complaint very seriously and investigates each case thoroughly, within 3 school days. Most complaints are normally resolved at this stage.**

Should a parent have a complaint about the Head teacher, he/she should first make an informal approach to the Chair or Vice Chair of Governors, who is obliged to investigate it. The Governor in question will do all he/she can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, he/she can make a formal complaint, as outlined below.

When a complaint has not been resolved through the normal channels, i.e. teacher, Head teacher, then the complaint may be made formal.

Formal Complaint to school – there are three levels through which complaints may pass if unresolved.

### **Level 1**

1. Written letter from Complainant to the school
2. Head investigates
3. Head replies either by letter or at an arranged meeting - this stage to take no more than **10 school days**
4. If Complainant satisfied – No further action
5. If Complainant not satisfied – Complaint moves onto **Level 2**

### **Level 2**

1. Complaint made in writing to Chair or Vice-Chair of Governors by Complainant
2. Chair or Vice-Chair investigates the complaint and informs the Complainant - this stage to take no more than **10 school days**
3. If Complainant satisfied – No further action
4. If Complainant not satisfied – Complaint moves to **Level 3**

### **Level 3**

1. Matter referred to School Governor's Complaints Committee
2. The Chair or Vice-Chair who has a meeting with the Complainant will not be involved at the Complaint Committee Stage
3. A Formal Complaints Hearing will be arranged.
4. Full notes of this meeting will be made
5. The Governors will make a decision, which will be communicated to the Complainant in a Decision Letter
6. The Decision Letter will give the Governor's decision and the reasons behind that decision - this stage to take no more than **15 school days**
7. If Complainant satisfied - No further action
8. If Complainant not satisfied – Complainant will be informed that their only further courses of action are to complain to the
  - a. Local Education Authority
  - b. Local Government Ombudsman
  - c. Secretary of State

### **Monitoring and Review**

The Governors monitor the complaints procedure, in order to ensure that all complaints are handled correctly.

Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is available to all parents, so that they can be properly informed about the complaints process.