

COMPLAINTS POLICY

1 Introduction

- 1.1 We believe that our school provides a good education for all our children and that the Headmistress 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.
- 1.2 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 immediately.
- 1.3 We deal with all complaints in accordance with procedures. If the school cannot resolve any complaint itself, those concerned can ask the Chair of the Foundation Committee, Mrs L Davies, to intervene.

2 Aims and Objectives

- 2.1 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 sufficient opportunity for any complaint to be fully discussed and then resolved.

3 The Complaints Process

3.1 Informal

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. 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 is making good progress for their age and ability. 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 Headmistress. The Headmistress considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage. This stage will normally be completed within 5 school days.

3.2 Formal

Only if an informal complaint fails to resolve the matter should a formal complaint be made in writing to the Headmistress. If the matter is still unresolved, parents can go to the next stage. This stage will normally be completed within 5 school days.

3.3 Panel Hearing

This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of the Foundation Committee, Mrs L Davies, whose address can be obtained from the School Office. The Foundation Committee has four members, three of which do not teach in the school or have any connection with the school. On the panel there

will always be one member who is independent of the management and running of the school.

The Foundation Committee must consider all written complaints and notify the parent of the outcome within 28 days of receipt of the letter. The Foundation Committee will arrange a meeting to discuss the complaint, and will invite the person making the complaint to attend the meeting so that he/she can explain his/her complaint in more detail. The complainant is given at least three days notice of the meeting and is advised that they may be accompanied to the meeting if they wish.

After hearing all the evidence, the Foundation Committee will consider their decision and inform the parent about it in writing. The committee members do all they can at this stage to resolve the complaint to the parent's satisfaction, within eight working days of the meeting attended by the parent. The parent, the person complained about, and the school, will be notified by the Chair of the Foundation Committee of the decision in writing (by email or letter). A copy of the findings and recommendations of the panel will be provided to the complainant and, where relevant, the person complained about and is available for inspection on the school premises by the proprietor, the Head Teacher and visiting inspectors from, e.g. Kirklees, ISI, ISA, ISC.

- 3.4** If as a parent you are unhappy with any aspect of the School or Nursery, you may complain directly to Ofsted or the ISI - please see the addresses below.

4 Monitoring and Review

- 4.1** The Headmistress logs all complaints received by the school and records how they were resolved and at what stage. The Chair of the Foundation Committee examines this log on an annual basis. This record of complaints will be kept for a minimum of three years.
- 4.2** The school takes into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.
- 4.3** A written record is kept of all complaints and whether they were resolved following a formal procedure, or proceeded to a panel hearing, and the action taken by the school as a result of these complaints.
- 4.4** All correspondence, statements and records relating to individual complaints are kept confidential, except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

Signed:

Mrs S.M.G. Fletcher
Headmistress

Dated: September 2015

Review: September 2017

CONTACT DETAILS

Chairperson of the Foundation Committee

Mrs L. Davies, B.Ed., Q.T.S.

Address is available at the school office

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