



**Outwoods Edge
Primary School**

Every Child. Every Day. Every Future.

COMPLAINTS POLICY AND PROCEDURES

Reviewed by governing body 26th November 2015

Signed _____

Chair of Governors

Outwoods Edge Primary School

COMPLAINTS POLICY and PROCEDURE

Introduction:

In every school there are times when parents are worried or concerned about issues to do with their child's education. The majority of these issues raised by parents, the community or pupils, are concerns rather than complaints. Outwoods Edge Primary School is committed to taking concerns seriously, at the earliest stage, to build on our positive relationship with parents and carers and to provide the best positive outcomes for our pupils. However, on the rare occasions when a concern cannot be resolved, we have a formal complaints procedure which is outlined below.

The prime aim of Outwoods Edge 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 the school. For the 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.

This policy should be used in conjunction with the Department for Education Guidance (School Complaints Procedure – 22 May 2003) and alongside the Outwoods Edge Primary School Home/School Agreement and Whistleblowing Policy.

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

The Outwoods Edge Primary School Policy has four main stages.

In summary they are as follows:

- Stage 1 – A concern is raised informally with a staff member.
- Stage 2 – An informal meeting with the Head or Deputy Head
- Stage 3 – The complaint is put in writing and a formal meeting with the Headteacher
- Stage 4 – a meeting with the Chair of Governors

- Stage 5 – Complaint is heard by Governing Body’s Complaints Appeal Panel.

Stage 1 – Raising a concern

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact with their child’s class teacher. 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 the school within 10 school working days and state what you would like the school to do. The school will then look at your complaint at the next stage.

Stage 2 – Informal meeting with the Headteacher or Deputy Head

If you are not satisfied that your concern has been resolved by speaking with the class teacher, you are invited to make an appointment to speak to the the head (Mr Maksymiw) or the Deputy Head (Mrs Wilson) to raise your concern. Please contact the school office to make an appointment. This meeting will take place as soon as possible, but within 10 school working days at the most. You may put your concern in writing at this stage if you wish to. The aim will be to resolve the matter as speedily as possible. The head or deputy head manager may need to arrange for further investigation. Following the investigation, they will report to you on the action the school has taken to resolve the issue, or arrange for a meeting to discuss the matter further.

However, if you are not satisfied with the result at stage 2 please write to or call the school within 10 school working days of getting our response. You will need to tell the school why you are still not satisfied and what you would like the school to do. At this time you will need to put your complaint in writing. A form for this purpose is attached, which may be used.

Stage 3 – Concern heard by the headteacher

If you are not satisfied that your concern has been resolved in the informal stages, you are invited to put your complaint in writing and make an appointment to speak to the headteacher, Mr Maksymiw. Please contact the school office to make an appointment. This meeting will take place as soon as possible, but within 10 school working days at the most. The aim will be to resolve the matter as speedily as possible. Mr Maksymiw may need to arrange for further investigation. Following the investigation, Mr Maksymiw will report to you on the action the school has taken to resolve the issue, or arrange for a meeting to discuss the matter further.

However, if you are not satisfied with the result at stage 3 please write to or call the school within 10 school working days of getting our response. You will need to tell the school why you are still not satisfied and what you would like the school to do.

Stage 4 – Complaint heard by Chair of Governors

If the matter has not been resolved at Stage 3, you will be asked to address your written complaint to the Chair of Governors. The Chair of Governors will arrange to meet with you informally to discuss your complaint. This will normally be within 10 working days of receipt of your written complaint.

If you are dissatisfied with the result at stage 4, you will need to let the school know within 10 school working days of getting the response.

Stage 5 – 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 requesting a hearing of the complaints panel. The Chair 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 resolve the complaint impartially and to achieve reconciliation between the 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.

For impartial advice and guidance parents may contact the Leicestershire County Council’s Family Information Service on 0116 305 6545 or by e-mail at family@leics.gov.uk.

Information regarding Stage Five: Complaint Heard by Governing Bodies Complaints Appeal Panel

The complainant needs to write to the Chair of Governors giving details of the complaint. The Chair (via the clerk) will convene a GB complaints panel.

The governors' appeal hearing is the last school-based stage of the complaints process, and is not convened to merely rubber-stamp previous decisions.

Individual complaints would not be heard by the whole GB at any stage, as this could compromise the impartiality of any panel set up for a disciplinary hearing against a member of staff following a serious complaint.

All governors except staff governors are deemed to have delegated powers to hear complaints; the composition of a panel to hear a specific complaint is the responsibility of the Chair of Governors, taking account of point a) below, and may consist of three or five people. The terms of reference for each complaints panel will be:

- To appoint a chair and agree its procedures;
- To hearing individual complaints;
- To making recommendations on policy as a result of complaints.

The Remit of The Complaints Appeal Panel

The panel can:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

The complainant will be notified in writing of the panel's decision, usually within 5 days. The letter will confirm the school's and the governing body's involvement with the complaint and explain any further rights of appeal. The complainant should be advised that the local authority has no role unless the complaint relates to a service provided by the local authority.

What actions do you feel might resolve the problem at this stage?

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

Signed:

Date:

Official Use:

Date acknowledgement sent:

By who:

Complaint referred to:

Date: