



Complaints Policy

Version 2 - reviewed January 2018

The term parent has been used throughout to represent parent, carer or other person.

We hope that you will be pleased with the standard of care and education that your child receives at Old Fletton Primary School. However, there may be an occasion when you wish to express your concern or you have a complaint. This document explains how we deal with concerns and complaints at Old Fletton Primary School.

Stage 1: Informal complaints

1. Parents should raise complaints or concerns with the child's class teacher.
2. If not satisfactorily resolved the parent should then approach either the phase leader, deputy head or the head teacher.
3. If the parent believes that the complaint or concern is more serious or sensitive they should talk to the deputy or head teacher, who will investigate, and then report back either in writing or more usually, at this informal stage, through an interview with the complainant, normally within five working days.
4. Every effort will always be made to resolve the problem at this informal stage. Complainants who remain dissatisfied at this stage will be informed by the head teacher or deputy that they have the opportunity to make a formal complaint.

Stage 2: Formal complaints

1. Formal complaints should be made in writing and will normally be investigated by the head teacher in the first instance. If the complaint directly concerns the head teacher however, complainants should then contact the Chair of Governors, whose name and contact details are published on the school website.
2. Any other governors in receipt of formal complaints will refer them to the head teacher or Chair of Governors as appropriate, and will not become further involved themselves.
3. If the complainant is dissatisfied with the head teacher's response, they should contact the Chair of Governors, who will decide how the complaint should be further pursued.
4. The Chair of Governors will determine a method of further investigation and of formal response to the complainant.
5. The complainant will receive a written response to his/her complaint from the investigating person within five working days, setting out any decisions and the reasons for them. A meeting may also be arranged.
6. In some cases, a complaint may lead to disciplinary action against an individual, for which there are separate procedures. If this is the case the complainant will be informed that the complaint will be pursued through disciplinary action. Under the Governing Body's disciplinary procedures, the outcome of these procedures is confidential.

Stage 3: Appeal

1. If the complainant remains dissatisfied after a stage two investigation, complainants may appeal to the Grievance Complaints Committee of the Governing Body for a final resolution of their complaint.

The head teacher will:

- ▶ Take all complaints seriously and deal with them sensitively.
- ▶ Request that where appropriate the complaint is put in writing so that it can be investigated.
- ▶ Respond to the complaint personally or delegate it to an experienced member of the senior management team.
- ▶ Involve other members of staff as appropriate.

- ▶ Advise the complainant of their right to pursue the matter with the Chair of Governors (or Vice Chair).
- ▶ Ensure the governing body is advised of any complaints and is provided with information to assist the decision making process.

The governing body will:

- ▶ Ensure that a Complaints Committee consisting of three governors is established with delegated responsibility to hear complaints.
- ▶ Inform the head teacher of their intended decision.
- ▶ Advise the head teacher on the action/decision required.
- ▶ Write to the complainant within two weeks, explaining the action taken.

If the complainant is still not satisfied they can put the complaint to the LA, who will:

- ▶ Hear the complaint within 15 working days.
- ▶ Inform the complainant and the governing body of the decision and required action.

The decision of the LA is final.

Monitoring and Evaluation

The governing body will receive a termly report from the head teacher indicating the number and nature of the complaints, the recommended action or decisions taken and the outcome of those decisions.