



# **Woolden Hill**

## Primary School

Achieving Success, Creating Futures Together

## **COMPLAINTS PROCEDURE**

**SEPTEMBER 2017**

# WOOLDEN HILL PRIMARY SCHOOL

## COMPLAINTS PROCEDURE

### **Introduction**

We believe that our school provides an outstanding education for all our children, and that the Headteacher 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 raised by stakeholders. The following policy sets out the procedure that the school follows in such cases.

We deal with all complaints in accordance with procedures agreed by our Trust and Advisory Board and endorsed by Department for Education policy. If the school cannot resolve any complaint itself, those concerned can request officers of DSAT to intervene.

Complainants 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. 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.

### **The complaints process**

#### **Non-parental complaints:**

Parental complaints that do not directly relate to the education of their child, or complaints from any stakeholder who is not a parent of a child in the school, must be raised with the Headteacher in the first instance, either in writing, or via a pre-arranged personal appointment. These appointments can be made through the school office either in person, by telephone call or in writing. You will receive notification of an appointment within 24 hours.

#### **Parental complaints:**

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 making the best possible progress; they always want to know if there is a problem so that they can take action before the concern seriously affects the child's progress and well-being. Please speak directly to the class teacher to arrange a time to discuss the concern. Most issues can be resolved within the same day, but will otherwise be responded to within 48 hours of an issue being raised.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a particularly serious or confidential nature, they should make an appointment to discuss it with the Headteacher. The Headteacher considers any such concern seriously and investigates each case thoroughly. An appointment can be made via the school office either in person, by telephone or by email and will be scheduled within 48 hours of receiving the request. Most concerns are normally resolved at this stage.

Any formal complaint relating to the work or conduct of the Headteacher must be made in writing, stating the nature of the complaint and how the school has handled it so far. The complainant should send this written complaint to the schools marked 'Confidential – for the attention of the DSAT System Leader.' This is currently Jon Brown.

The DSAT System Leader must consider all written complaints relating to the Headteacher. The System Leader will arrange a meeting to discuss the complaint, and invite the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The System Leader will give the complainant at least five working days' notice of the meeting. This meeting will be minuted by the Clerk to the school's Advisory Board.

After hearing all the evidence, the System Leader considers his/her decision and will inform the parent about it in writing within 72 hours of the meeting. The System Leader does all h/she can at this stage to resolve the complaint.

If the complaint is not resolved, further representation may be made to the CEO of DSAT. Further information about this process is available from the school or from DSAT. Complainants may bring a representative to this meeting to support them. This further meeting is led by the CEO, together with the System Leader representative and members of the school advisory board (at least 3 persons present), who will consider all the evidence and make a further judgement in an attempt to resolve the complaint. This meeting is minuted by the Clerk to the Advisory Board. Any recommendations and findings of the panel will be provided to the complainant, the person(s) about whom the complaint was made and will be available for inspection on the school premises by the proprietor, Headteacher or other appropriate bodies.

If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to raise concerns with the DfE. Information about this process will be available from the school or from DSAT.

### **Recording**

Written records will be kept of all complaints made and records of any correspondence and actions taken by the school as a result of complaints will also be kept. All correspondence, statements and records will be kept confidential except where a Secretary of State or an official inspector requests access to them.

## **Monitoring and review**

The Advisory Board and DSAT monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all complaints received by the school and records how they were resolved. The Advisory Board and DSAT staff examine this log on a termly basis.

DSAT takes into account any local or national decisions that affect the complaints process, and work with the Headteacher to 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.

**Signed:**

**(Chair of Advisory Board)**

**Date:** September 2017