

## Wheatfields Primary School – Complaints Procedure



<b>Policy</b>	<b>Complaints Policy and Procedure</b>
<b>Ratification date</b>	<b>Nov 2016</b>
<b>Next review date</b>	<b>Nov 2017</b> (or when regulations/LEA inform of changes)
<b>Signatories</b>	 <b>Head Teacher</b>  <b>Chair of Governors</b>

# **Wheatfields Primary School – Complaints Procedure**

## **WHEATFIELDS PRIMARY SCHOOL**

### **Complaints Procedure**

At Wheatfields Primary School, we work hard to maintain good relationships with parents, carers and the wider community. However, sometimes people want to voice a concern or even complain formally about issues related to the school. This policy outlines the procedures we follow in responding to concerns or complaints. In writing this policy we have adopted the County's Complaint Procedure for Schools.

### **Process in making a Complaint**

We believe that most complaints can be resolved satisfactory by informal discussion either over the telephone or through meeting and involving the key people involved.

- Parent and carers should raise concerns or complaints with the child's Class Teacher/Kids Club Co-ordinator – whoever is the most appropriate.
- If the concern or complaint is serious, or is about a member of staff, the matter should be raised with the Headteacher.

In both cases, every effort will be made to resolve the problem at this informal stage, including, possibly the offer of a conciliation meeting.

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal, written, complaint. A leaflet giving further information and guidance about making a formal complaint will be provided. Complainants can make use of the complaints template (Appendix A). Parents can request support from the Education Advisor Team in writing their complaint, and in the following formal procedure, by phoning 01223 706399.

A letter of formal complaint will be acknowledged, in writing, by the Headteacher within 5 school days.

If the complainant is unhappy with the response, they should write to the Chair of Governors at the school within 10 school days of receiving the Head's response. Parents whose complaint is about the Headteacher should also write to the Chair of Governors stating clearly that it is a formal complaint. The Chair will investigate and give a written response, the complainant should receive a letter of acknowledgement within 5 school days.

If a complainant is not satisfied with the outcome, they have 10 school days to request a review of the process concerning the complaint by a panel of the

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school's governors. Complainants should send a written request to the Headteacher or Chair of Governors. Complainants may make use of the Pro-forma (Appendix B) ,The panel will send the complainant the outcome of the review and any recommendations. A complaint against the Chair of Governors also goes through this route, which is the last stage of the Recommended Complaints Procedure for Schools.

If a complainant remains unhappy after the governors' panel review, the final course of action available is to write to the Secretary of State for Education at Sanctuary Buildings, Great Smith Street, Westminster, London. SW1P 3BT.

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### **APPENDIX A**

**FORMAL COMPLAINT**

**NAME OF SCHOOL:**

**COMPLAINANT'S NAME (BLOCK CAPITALS)**

**COMPLAINANT'S ADDRESS (BLOCK CAPITALS)**

**TELEPHONE:**

**MOBILE :**

**E-MAIL:**

**I wish to make a formal complaint. The School's complaints procedure has been explained to me.**

**Details of the complaint (please continue on separate sheets if necessary).**

**I give permission for this complaint to be shared with anyone I am complaining about.**

**SIGNED :**

**DATE:**

**This form should be sent to the Headteacher or Chair of Governors at the School, as appropriate (see page 2 of complaints procedures).**

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### APPENDIX B

#### Complaint Pro-forma for Submitting General Complaints to the Governors' Panel

Please complete the form below and attach all relevant documentation. If more than one complaint, please use one form per complaint

<b>School:</b>	
<b>Name of complainant:</b>	<b>Date of incident:</b>
<b>Description of complaint:</b>	
<b>Outcome required:</b> (Please describe what you would like to see happen as a result of your complaint)	
<b>Background information:</b> Please continue on separate sheet if required and attach further relevant documentation if appropriate	
<b>Signature:</b>	<b>Date:</b>