



### **Purpose of the Complaints Procedure**

This procedure aims to reassure parents and others with an interest in the school that:

- Any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution; and
- The school recognises that a willingness to listen to questions and criticism and to respond positively, can lead to improvements in school practices and provision for pupils.

### **Scope of the Procedure**

- A complaint is defined as a clear statement of dissatisfaction about any specified aspect of the school's work.

### **General**

- We understand that people may become angry, when they feel matters are not being dealt with as they wish. If that anger escalates into verbal or physical aggression towards our staff, we consider that to be unacceptable. **Any aggression or abuse directed towards our staff will not be tolerated under any circumstances.**

### **Concerns will be dealt with in this order:**

1. **Class teacher**
2. **Phase Leader & Class teacher**
3. **Assistant Headteacher or Deputy Headteacher**
4. **Headteacher**

This order is very important and vital to our school running smoothly throughout the day. All staff are busy and their focus is entirely on the children.

### **Stage 1 : Raising a Concern**

#### **Informal Stage – class teacher and/or Phase Leader**

On occasion, a parent may raise a concern directly with school staff informally. In any event, the school aims to resolve the concern at this point in a speedy and effective way.

- If you have any concerns relating to your child at school, you should initially discuss your concerns with the class teacher.
- The vast majority of concerns can be dealt with by either chatting with the class teacher after school or during a short meeting. This can be arranged for the beginning or end of the school day, via the office. **When arranging an appointment, the office staff will ask the reason for the meeting request.** This is because some issues or queries may be answered without the need for a meeting.

- Parents are encouraged to speak to the classteacher, rather than to the Assistant Heads or Deputy Heads at this stage.
- Most concerns can be dealt with at this level. However, if you are not satisfied with the outcome of your discussion, then a further appointment may be arranged **with both the class teacher and the appropriate Phase Leader (EYFS, KS1, lower KS2 or upper KS2)**. The Phase Leaders oversee two year groups and are kept well-informed of the progress, behaviour and incidents relating to children in these year groups.

## **Stage 2 : Escalating a Concern**

### **Involvement with the Assistant Head and/or Deputy Head**

If, after meeting with the teacher and/or Phase Leader, you are still not satisfied with the outcome then an appointment may be made to bring the issue to either the Assistant Headteacher or the Deputy Headteacher. These are primarily for more serious or persistent complaints and do not happen very often.

**An appointment must be made through the office to meet with either of the Assistant Heads or Deputy Head.**

## **Stage 3: A meeting with the Headteacher**

If the concern cannot be resolved and the parent wishes to continue with a complaint, the opportunity to discuss the matter with the Headteacher will be given, following a request for a meeting.

The Headteacher will discuss the issue with the parent and those involved in school, with the aim of resolving the complaint as soon as possible. The parent will be informed, within 5 school days of the discussion, of the outcome of the investigation and what action, if any, the school proposes to take.

The parent will be advised of their right to request that the complaint is considered formally at Stage 4, with the Chair of Governors, if they are dissatisfied with the response and resolution offered at Stages 2 or 3.

## **Stage 4 : Formalising a Complaint**

### **Referral to the Chair of Governors for further investigation**

- Complaints only rarely reach this level. However, where the complaint has escalated from Stage 3, the Chair of Governors will hear it. The complaint must be in writing and addressed to the Chair of Governors.
- The Chair of Governors will acknowledge the written complaint within five school days of receipt and provide an opportunity for the parent to meet with them to discuss the complaint (*please see the full policy on the website for details of this stage*)
- If there is no resolution, the Chair of Governors will then ensure that the parent is offered the opportunity of taking the complaint to the Governors' Complaints Panel at Stage 5 of this Procedure (*see full policy on the website for details of this stage*)

Full details of our Complaints Policy and Procedure can be found on our website in the section under Information.