

Barlaston C.E. (VC) First School

“Let Your Light Shine”

Complaints Policy

Our Mission Statement

“This school is a place of learning, friendship and fun, in a context of Christian values and ethos. Where each person is uniquely valued and their gifts and potential are nurtured and developed”

Equality Statement

The school is committed to providing the full range of opportunities for all pupils, regardless of gender, disability, ethnicity, social, cultural or religious background. All pupils have access to the curriculum, and the right to a learning environment, which dispels ignorance, prejudice or stereotyping.

Dyslexia Statement

To ensure that children on the dyslexic spectrum have equal opportunities and that their diverse strengths are celebrated and built on.

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Introduction

The main purpose of a complaints procedure is to solve problems and to give parents a means to raise issues of concern and have them addressed.

It is the school's aim to resolve problems at the informal stage when concerns are expressed by parents, before they become formal complaints.

Complainants will always be treated respectfully by all members of staff during and after the course of any complaints investigation.

Details of a complaint will be kept confidential at all stages, except in so far as they need to be shared with people who might contribute to their resolution, or need to be aware of the situation.

Informal Stage- Expressing Concerns

Parents can express their concerns informally to a member of the teaching staff.

It is preferable for all concerned that concerns are resolved sooner rather than later.

The complaints co-ordinator (Mrs Clarey) will be informed of the outcome.

Formal Complaints

Stage 1 - The Headteacher

If parents do not feel that the issue raised informally with the staff member has been resolved satisfactorily, the complaint will then be heard by the HT.

She will acknowledge receipt of the complaint, and at this stage, will, in most cases, resolve the matter to the satisfaction of all concerned without the formal complaint being passed on to the Governing Body.

Stage 2 – Formal complaint to the Governing Body

Where concerns can not be resolved by the HT, parents should then report their complaint in writing to the Chair of Governors, using the complaints form, copies of which are available from the school office. The Chair of Governors will acknowledge receipt of the complaint in writing and consider whether it is appropriate for him/her to investigate the complaint, or whether to refer it to a complaints committee of the governing body to undertake a review. The Chair will write to the parents following his/her investigation into the complaint.

The Governing Body Complaints Committee

If the complaint is to be referred to the complaints committee then a letter will be sent giving an explanation of what will happen next, timescales involved, and the name of the person from whom they will next hear about the progress of the investigation.

The Complaints Committee will consist of three members. The HT and Chair will not be members of this committee, which must be independent and impartial. The committee will elect their own chair and will have a clerk who will.

- Set the date, time and venue
- Collate any written material and send to all parties in advance
- Record the proceedings
- Notify all parties of the decision

The parents will be given the opportunity to make representation in person. The committee should therefore meet at a time and a venue convenient to all parties.

Outcomes

In all cases where a complaint has been investigated by the governors, the parents will be given a written response covering:

- The complaint
- The scope of the investigation
- The conclusion of the investigation
- Any action which has resulted

The parents will also be offered the opportunity to discuss the response.

If the investigation upholds the complaint

An appropriate remedy will be carried out. This may include:

- An appropriate expression of regret
- Providing a mutually agreed solution

- Changing the procedure to avoid future problems

Where a complaint is not upheld

Parents will be given a response and informed of any further action that might be appropriate in their situation.

Stages 3 and 4 – The role of Staffordshire County Council's Education Service (SCCES) and Department for Education and Skills (DFES)

Parents do not have a general right to appeal should they disagree with the governors' decision. They may, however, raise the matter with the County Council's education Service or Secretary of State if they consider the complaint wasn't investigated properly and fairly. If the governors have followed a proper procedure and considered the complaints reasonably, neither the Education Service nor the Secretary of State can reverse their decision.

Signed: A. Clarey

Date: Updated June 2017