



Concerns and Complaints Procedures

(Please note where there is a reference to 'parents' this includes all carers)

1. Introduction

- 1.1. At Foxmoor we strive to provide a good education for all our pupils and the Headteacher and staff work very hard to build positive relationships with all parents and the local community.
- 1.2. From time-to-time parents or members of the general public might have a concern about some aspect of school. For example: a parent might be concerned about a child's progress, the curriculum, friendships etc. We hope that these issues will be brought to the class teacher's attention early so that they can be dealt with before they become more serious. We take all informal concerns seriously at the earliest stage possible and try to resolve them quickly, fairly and amicably.
- 1.3. We ask parents to remember that, although they might have been thinking about an issue for some time, the class teacher may well not know about it, so it's always sensible to make an appointment and give an indication of the concern so that the teacher can do some research in advance of a meeting.
- 1.4. Each school is required to have a formal complaints procedure in place, however, this is not intended in any way to undermine efforts to resolve concerns informally and it is clearly more helpful if staff are able to resolve issues on the spot.

2. The Policy

- 2.1. The following policy sets out the procedures that the school follows in such cases.
- 2.2. If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.
- 2.3. We deal with all complaints in accordance with procedures laid down by the Local Authority (L.A.). If the school itself cannot resolve a complaint, those concerned can refer the matter to the LA.
- 2.4. All parents 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.

3. Aims

- 3.1. Our school aims to be fair, open and honest when dealing with any concern or complaint. We give careful consideration to all concerns and complaints, and deal with them as swiftly as possible. We aim to resolve any issue through dialogue and mutual understanding. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

4. The complaints process

- 4.1. If a parent is concerned about any aspect of the education or welfare that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem,

so that they can take action before it seriously affects the child's happiness and progress.

- 4.2. Where parents feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, then they should make an appointment to discuss it with the headteacher. The headteacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 4.3. Should any parents have a complaint about the headteacher, they should first make an informal approach to the chair of the Governing Body, who is obliged to investigate it. S/he will endeavour to resolve the issue through a dialogue with the school, but if parents are unhappy with the outcome, they can make a formal complaint, as outlined below.
- 4.4. Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Governing Body. This complaint must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors.
- 4.5. The Governing Body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.
- 4.6. After hearing all the evidence, the governors will consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.
- 4.7. If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.
- 4.8. Please note. The Local Authority (LA) no longer have a role in dealing with complaints against a school. If representation to the LA they will refer it back to the School Governors.

5. Monitoring and review

- 5.1. The governors 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. Governors examine this log on an annual basis.
- 5.2. Governors take into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy. This policy is made available to all parents so that they can be informed accurately about the complaints process.

This policy has been ratified by the whole Governing body and is reviewed regularly and amended as necessary.

Signed:

Chair of Governors