



## **Introduction**

We believe that our school provides a good education for all our children, and that the Head teacher and other staff work very hard to build positive relationships with all parents. However, there may be times when the school receives a complaint and the following policy sets out the procedure that the school follows on receipt of a complaint.

## **Aims and objectives**

Wilton Primary 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 and, 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.

## **General Principles**

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

## **Investigating a complaint**

At each stage, the person investigating the complaint ensures that they:

- establish what has happened so far, and who has been involved
- clarify the nature of the complaint and what remains unresolved
- contact/meet with the complainant (if unsure/further information is necessary)
- clarify what the complainant thinks would resolve the issue
- interview those involved in the matter allowing them to be accompanied if they wish
- conduct the interview with an open mind and be persistent in questioning if necessary keep notes of interviews.

## **The Complaints Process**

### **Informal Stage**

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. This may be by letter, by telephone or in person by appointment, requested via the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

### **Formal Stage**

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Head Teacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Head Teacher, your complaint should be passed to the Clerk to the Governing Body, for the attention of the Chair of the Governing Body.

A Complaint Form is provided to assist you.



You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents. It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern.

Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Head Teacher, or to the Clerk to the Governing Body, as appropriate.

The Head Teacher (or Chair) may invite you to a meeting to clarify your concerns and to explore the possibility of a resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

It is possible that your complaint will be resolved through a meeting with the Head Teacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 5 days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

If you are not satisfied with the manner in which the process has been followed, you may request that the Governing Body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the Clerk to the Governing Body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A Review Request form is provided for your convenience.

### **Review Process**

Any review of the process followed by the school will be conducted by a panel of three members of the Governing Body. This will usually take place within 10 school days of receipt of your request.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

### **Monitoring and review**

The Governing Body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Head teacher logs all written complaints received by the school and records how they were resolved, this log is available to the Chair of Governors.

This policy is made available to all parents through the school website, so that they can be properly informed about the complaints process.

Date of Implementation: October 2016

Date of Review: Autumn Term 2018



**Model Forms**

**Wilton Primary School: Meeting Request Form**

Your name: .....

Relationship with school (e.g. parent of a pupil on the school roll):.....

Pupil's name (if relevant to your complaint): .....

Your Address:

Telephone numbers: Daytime:

Evening:

E-mail address:

I wish to meet \_\_\_\_\_ (*name of teacher/headteacher*) to discuss the following matter:

Brief details of topic to be discussed:

Dates/times when it would be most convenient for a meeting:

**Signed** .....

**Date** .....

[Please complete this form and return it to the school office]

**School use:**

Date Form received:

Date response sent:

Received by:

Response sent by:



### Wilton Primary School Formal Complaint Form

Please complete this form and return it to the school office or to the Head Teacher who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name: .....

Relationship with school (e.g. parent of a pupil on the school roll):.....

Pupil's name (if relevant to your complaint): .....

Your Address:

Telephone numbers: Daytime:

Evening:

E-mail address:

Please give concise details of your complaint, (including dates, names of witnesses etc.), to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)



What actions do you feel might resolve the problem at this stage?

**Signed** .....

**Date** .....

[Please complete this form and return it to the school office]

**School use:**

Date Form received:

Date acknowledgement sent:

Received by:

Acknowledgement sent by:

Complaint referred to:			
Date:			



**Wilton Primary School Complaint Review Request Form**

Please complete this form and return it to Head Teacher (or Clerk to the Governing Body), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name: .....

Relationship with school (e.g. parent of a pupil on the school roll):.....

Pupil's name (if relevant to your complaint): .....

Your Address:

Telephone numbers: Daytime:

Evening:

E-mail address:

I submitted a formal complaint to the school on ..... and am dissatisfied by the procedure that has been followed.

My complaint was submitted to ..... and I received a response from ..... on .....

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =



What actions do you feel might resolve the problem at this stage?

**Signed** .....

**Date** .....

[Please complete this form and return it to the school office]

**School use:**

Date Form received:

Date acknowledgement sent:

Received by:

Acknowledgement sent by:

Complaint referred to:			
Date:			