



Complaints policy

Aim:

- To be fair, open and honest when dealing with any complaint
- To resolve a complaint through dialogue and mutual understanding
- To put the interests of the pupils above all else

Objectives:

- The first “port of call” regarding a concern about a pupil shall be the class teacher
- The Family workers are very helpful in liaising and providing information for parents
- Thereafter the head of Key stage, faculty or deputy head can be contacted if the concern or complaint is not addressed satisfactorily
- If the matter persists the Headteacher will be informed and investigate the complaint
- The parent/carer should follow the procedure outlined if satisfaction is not gained by the above course of action
- A committee of governors and the Headteacher considering a written complaint will not include any governor already involved in the process
- Where the complaint is made by a visitors, visiting professionals or members of the public regarding the school, its staff, the governors or pupils, the complaints should normally come to the Head and if not available one of the deputies. If the complaint is about the head or a governor it should be addressed to The Chair of Governors at the Village School marked confidential.

Attached information for implementation of policy:

- The complaints process
- Monitoring and review of complaints

Policy

1. The complaints process

- a. Where you feel that a situation has not been resolved through contact with the class teacher, or that your concern is of a sufficiently serious nature, you should make an appointment to discuss it with the Headteacher. The complaint will be taken very seriously and investigated thoroughly. Most complaints are normally resolved at this stage. However, if the matter is not resolved to your satisfaction stage 1.3 should be followed. Also SENAS – Special Educational Needs and Assessment Service in Brent, Parent Partnership can be involved at this stage.

- b. Should you have a complaint about the Headteacher, you should contact the Chair of Governors, who will investigate it. The Chair will do all he/she can to resolve the issue through dialogue with the school, but if you are unhappy with the outcome, you can make a formal complaint, as detailed below.

Complaints policy

- c. 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 to date. You should send this written complaint to the Chair of Governors.
- d. The Headteacher and or Chair of Governors/ Panel of Governors will consider written complaints within two weeks of receipt. A meeting with the complainant will be arranged to discuss the problem within a further two weeks. The complainant will be given at least seven days' notice of the meeting. If an investigation has been deemed necessary the process can take longer than outlined.
- e. After hearing all the evidence, the governors will decide on a course of action and inform you in writing.
- f. If you consider that the Governing Body has not acted properly in carrying out its investigation into your complaint you have the right to complain to the Local Authority (LA) as it has a responsibility to ensure that Governing Bodies act properly. The LA does not have the power to instruct the Governing Body to reverse its decision but will want to satisfy itself that the Governing Body has conducted the investigation fairly.

In the unlikely event that you will need to complain to the LA about the Governing Body's handling of the complaint please write to the Director of Children's Services.

Please note that the LA can only act when each step of the school's complaints procedure has been followed. If you think that your school's Governing Body or your LA is acting "unreasonably" you can write to the Secretary of State for Education. Complaints to the Secretary of State are handled by the government's Department for Education (DfE). (www.education.gov.uk)

2. Monitoring and review

- a. 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.
- b. 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/carers so that they can be properly informed about the complaints process.
- c. This policy will be reviewed and updated, if required, every two years excepting new requirements.

Name of policy:	Complaints policy
Effective from:	September 2015
Next review:	September 2017

Revision history

Date	Details	Author
Sept 2016	Reviewed	SLT Team
Sept 2015	Reviewed	Kay Charles (Head Teacher)

