



Bibury C of E Primary School Complaints Procedure

Vision - A safe learning community that nurtures and inspires individuality, confidence and success.

Bibury Church of England School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

This school aims to be part of the wider community through fostering Christian values, and the development of spirituality through reflection, to enhance relationships.

Statement of intent

Bibury Church of England School aims to resolve all complaints at the earliest possible stage and is dedicated to continuing to provide the highest quality of education possible throughout the procedure. The Complaints Policy and Procedure has been created to deal with any complaint against a member of staff or Bibury Church of England School as a whole, relating to any aspects of Bibury Church of England School or the provision of facilities or services.

Any person, including a member of the public, is able to make a complaint about the provision of facilities or services that Bibury Church of England School provides. This policy outlines the procedure that the complainant and school must follow.

Once a complaint has been made, it can be resolved or withdrawn at any stage.

At Bibury Church of England School the headteacher will be the first point of contact when following the complaints procedure.

Legal framework

This policy has due regard to the following legislation and guidance, including, but not limited to:

The Education Act 2000

Data Protection Act 1998

Freedom of Information Act 2000

Best Practice Advice for School Complaints Procedures 2016

Definition

A complaint can be defined as 'an expression of dissatisfaction' which can be regarding actions taken or a perceived lack of action.

- Complaints can be resolved formally or informally dependant on the complainant's choice.
- A concern can be defined as 'an expression of worry or doubt' for which reassurance is sought.



Any complaint or concern will be taken seriously, whether formally or informally, and the appropriate procedures shall be taken.

NB: For the purpose of this policy, "concerns" will be classed and addressed as complaints. Any further references to "complaints" will include "concerns".

STAGE ONE: COMPLAINT HEARD BY STAFF MEMBER

In the first instance the complaint should be raised directly with the member of staff concerned. If the complaint cannot be resolved by the member of staff to the complainant's or to the member of staff's satisfaction, then it should be referred on to the head teacher (the complaints co-ordinator) as in stage 2 below. This must be done via the completion of a 'Formal Complaint Form' as attached in Appendix A.

The school will respect the views of a complainant who indicates that he/she would have difficulty discussing a complaint with a particular member of staff. In these cases, the complainant should approach the complaints co-ordinator who can refer the complainant to another staff member. Where the complaint concerns the head teacher, the complaint should be raised with the chair of governors.

Similarly, if the member of staff directly involved feels too compromised to deal with a complaint, then he/she should discuss this with the Head Teacher (complaints co-ordinator) who may consider referring the complainant to another staff member or deal with it directly herself.

Where the first approach is made to a governor, he/she will refer the complainant to the procedure & advise the Head Teacher (complaints co-ordinator) of the approach.

STAGE TWO: COMPLAINT HEARD BY HEAD TEACHER

If the complaint cannot be resolved in stage 1 then it can be referred on to the Head teacher. The Head may delegate the task of collating the information to another staff member but not the decision on the action to be taken.

STAGE THREE: COMPLAINT HEARD BY GOVERNING BODY'S COMPLAINTS APPEAL PANEL

If the complaint is still unresolved to the complainant's satisfaction, then the complainant should write to the Chair of Governors giving details of the complaint. The Chair will convene a Governing Body Complaints Panel, made up of three non-staff governors.



The remit of the panel is to consider the complaint & decide whether to

- dismiss the complaint in whole or in part
- uphold the complaint in whole or in part
- decide on the appropriate action to be taken to resolve the complaint
- recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

In the first instance the panel will consider the complaint and decide whether a formal hearing is appropriate.

The Chair of the Panel will ensure that the complainant is notified of the Panel's decision, in writing. Where a formal hearing is required written notification of the Panel's decision will be communicated in writing within 14 days of the hearing.

If a complaint has completed the local procedures and the complainant remains dissatisfied, they have the right to refer their complaint to the Secretary of State. The Secretary of State has a duty to consider all complaints raised but will only intervene where the governing body has acted unlawfully or unreasonably and where it is expedient or practical to do so.

Reviewed September 2019



Appendix 2: Complaints Procedure Form

If you have tried unsuccessfully to resolve your complaint and wish to take the matter further, please complete this form and send it to the headteacher. (If your complaint is against the headteacher, you will need to send the form to the chair of the governing body.)

Name:	Address:
Pupil's name:	
Pupil's date of birth:	
Daytime telephone number:	
Evening telephone number:	
Email:	Postcode:
What is your complaint concerning, and what action would you like the headteacher to take?	
When did you discuss your concern/complaint with the appropriate member of staff?	
What was the result of the discussion?	
Signed:	Date:



Appendix 3: Example letter to complainant for a stage three complaint
An example of a letter that the chair of the governing body may send to the complainant, upon receipt of a complaint at stage two.

Dear (insert addressee's name),

Thank you for your letter dated (insert date) setting out the reasons why you are not satisfied with the headteacher's response to your complaint about (insert details of complaint).

I am writing to let you know that I will be arranging for a complaints appeal panel (CAP) to consider your complaint, in accordance with our school's complaints procedure.

As explained in the procedure, the chair of the CAP will advise, in writing, how the CAP intends to consider your complaint.

Yours sincerely,

Chair of the Governing Body



Appendix 4: Example letter for complaints against the headteacher

Dear (insert addressee's name),

I have received your complaint against the headteacher of Bibury C of E Primary School.

I write to let you know that I have forwarded a copy of your complaint to the headteacher, with a request that [he/she] responds to the issues raised in the complaint within 10 school days.

A copy of the headteacher's response will be sent to you as soon as possible.

If you are not satisfied with the headteacher's response, I will arrange for a complaints appeal panel (CAP) to consider your complaint in accordance with stage two of the attached complaints procedure.

As explained in the procedure, the chair of the CAP will advise you, in writing, how the complaint will proceed.

Yours sincerely,