

St John's Primary School Complaints Procedure

Through this procedure it is hoped that parents feel confident that their concerns will be dealt with as quickly and effectively as possible.

Aims

- To resolve concerns through informal discussions at the earliest stage
- Be resolve concerns as quickly and efficiently as possible
- To focus on resolution and service review rather than blame
- Be accessible to all
- To promote confidentiality and discretion
- Be forthright in dealing with vexatious, abusive, malicious and anonymous complaints.

The Procedure

The Preliminary Stage – an informal approach

Parents should initially speak informally with the class teacher as soon as they have a concern. In most cases the concern will be dealt with in a satisfactory manner at this early stage.

If the concern is about the Head teacher then the parent should first speak to the Head teacher but may need to also speak to the Chair of Governors.

Stage 1 – Head teacher

If a concern is not dealt with to everyone's satisfaction the parent should write to the Head teacher giving details of the concern and enclosing any appropriate paperwork.

The Head teacher, or designated senior member of staff, will acknowledge the complaint or offer a full response within 5 days.

If the complaint requires an in-depth investigation, the head teacher will acknowledge this and let the complainant know that a full response will take longer than usual. In this case a response should be prepared within 20 days.

If a parent remains dissatisfied, the head teacher will need to decide when to give a final response and refer the parent to stage 2 of the complaints process.

Stage 2 – Chair of Governors

At this stage parents should write to the Chair of Governors outlining their complaint, and explaining their reasons for pursuing it beyond the Head teacher's response and enclosing any paperwork.

The Chair of Governors will use the same time scales for response as outlined above.

The Chair of Governors will hold an informal discussion with the Head teacher.

The Chair of Governors will need to decide who is responsible for dealing with the issues involved, and therefore what powers are available to governors with respect to the particular complaint. Are the issues related to responsibilities that;

- are delegated to the Head teacher by the governing body
- fall within the governing body's remit only
- are within the head teacher's terms and conditions of employment and relate to the internal organisation, management and control of the school

If the matter relates to the head teacher's conduct, the chair of governors will need to decide whether the matter should be dealt with through the complaints procedure or staff disciplinary procedure. Advice can be sought from the LEA

For matters that are the head teacher's responsibility, the chair of governors is only empowered to look at whether the head teacher's decision or action was reasonable in the light of the information available at the time.

In the rare circumstance that a parent is unhappy with the outcome, the chair of governors may offer a right of appeal to the governing body's complaints panel.

Stage 3 – Governing body's complaints panel – reconsideration or review.

Parents who wish to appeal to the governors should be advised to request this in writing to the clerk of the governing body. Parents should describe the issues in detail and say why they are dissatisfied with the outcomes of the previous stages.

Date: September 2016

Review Date: September 2018