



Weldon Park Primary School

High achievement takes place in the framework of high expectations

Date of Policy	Review Frequency	Approval Level	Date to Review	Date to be ratified
Reviewed October 2017	Annual		October 2018	Autumn 2018

Complaints Procedure Policy

Aims

Weldon Park Primary School aims for its students to be safe, happy, and healthy and to achieve. We recognise that parents / guardians play an important part in making this happen. It also recognises the importance of staff having a safe, fair and welcoming environment to work within. The school is also conscious of the importance of its reputation and respecting the wider community which we are part of.

The procedure set out below offers the opportunity for concerns, complaints and indeed suggestions to be raised and dealt with by the relevant party and as quickly as possible.

Objectives

The objectives of this document are:

- Concerns and complaints should be viewed positively as data gathered can be used to inform School evaluation and future plans and strategy.
- Issues need to be dealt with by all parties courteously and as quickly as possible.
- The School and the Governing Body may obtain feedback from parents and staff that could allow for some issues to be dealt with before parents or staff feel it necessary to raise concerns with the School.
- All parties are reminded to let teachers and the Head teacher know when the School has done something they are pleased with.

Level 1 – Informal

Parents, carers, guardians or staff, in the first instance, make an appointment to speak to the Class Teacher about the concern. This can be done by speaking to them, emailing the relevant year group email account or where applicable making an appointment to see the teacher, via the school office.

It is best to resolve issues at this point wherever possible.

Guidance:

Concerns should initially be handled informally in a manner that offers the best way of resolving the issue. The Class Teacher should offer an appointment to discuss the issue as quickly as possible and at a time most convenient to both parties, allowing for time to talk about it calmly and politely without being interrupted.

It is important for parents and staff to recognise that schools are busy organisations and that it may not be possible to offer an appointment straight away. The parties involved should be encouraged to offer their view of what would be a realistic resolution to the problem, if applicable.

Level 2 – Informal

In the event that any party is dissatisfied with the result of the discussions with the class teacher they can ask for an appointment to meet with the Head teacher.

It is always best to resolve issues informally at the earliest possible time.

Guidance:

- It is in everyone's interest for concerns and complaints to be sorted out quickly and smoothly.
- The aim should be that discussions end on a positive note with no bad feeling.
- If a resolution to the issue is proving difficult to find, the Head teacher can speak to one member of the Governing Body about the issue who may be willing to offer informal intervention.
- The Head teacher may feel that a particular Governor's input would be helpful in bringing about a resolution and / or the advice from a Children's Services Representative, if requested by the School, will be designed to help facilitate a resolution to the problem as quickly as possible.

Level 3 – Official

An issue that has not been resolved through the informal Level 1 and 2 can become an official complaint. Complainants wishing to move to Level 3 must write a formal letter of complaint to the Head teacher. The letter will need to set out clearly the issues which have previously been discussed and why the complainant considers the issue to be unresolved.

The Head teacher should consider the complaint and discuss a resolution with the complainant. The Head teacher should offer a resolution to the complainant in writing. The decision that the Head teacher has made as a result of the complaint does not become a complaint about the Head teacher.

If the complainant feels their complaint has not been resolved he / she should proceed to Level 4.

If, the concern or complaint is specifically about the Head teacher and is unable to be resolved at the informal stage, then it will be necessary for the complainant to formally complain to the Chair of Governors.

The Head teacher will provide the Chair of Governor's name and the complainant should write to him / her at the school address marking the envelope 'Urgent, private and confidential'.

The Chair of Governors should acknowledge the complainant's letter in writing.

Level 4 – Formal

Should a complainants still feel their issues have not been addressed fairly they can write a formal letter or email to the Chair of Governors. An email can be sent to the following email address – office@welldonparkprimary.harrow.sch.uk – including the attached letter clearly marked "Private and Confidential".

Office staff have been instructed to forward the email to the Chair of Governors with it to remain confidential. This formal complaint letter must be received within ten school days of the last meeting with the Head teacher concerning the issue to request that a Governors' meet to hear the complaint. The complainant should write to the Chair of Governors at the school address marking the envelope 'urgent and confidential' or in a formal email. The letter will need to set out the complaint that has previously been informally and formally discussed with the class teacher and Head teacher and show why the matter is not resolved. The Head teacher should be given a copy of the complainant's letter and written documentation should be requested from the school.

The Chair of Governors should acknowledge the complainant's letter in writing.