

Kings' Forest Primary School COMPLAINTS POLICY



Aims

The aim is to resolve all complaints fairly, effectively and efficiently by all parties using agreed procedures and policies and guided by the stated ethos of the school.

School Ethos

Caring:

The message of care: for self, family & other people is the core value underpinning the work of the school.

Community:

The school as a community, working with parents and other local providers of services for the benefit of all children.

Policy Rationale:

There should be a straightforward system of dealing with complaints by parents, teachers, pupils or other interested parties, which is easily understood by all those involved.

Guidelines for making a complaint

Action	Notes. Timescale
<p><u>1. Raise the issue with a member of Staff.</u></p> <ul style="list-style-type: none"> Unless the complaint is of a really serious nature, it is helpful if the issue is first raised with the relevant member of staff. Staff should always be prepared to discuss worries that parents may have about their child's time in school. 	<p><i>The School has an 'Open Door' ethos, but it is important to remember that teachers are preparing for class from before school. It may be necessary to ask parents to make an appointment, either in the first instance with the teacher, or via the school office. Parents cannot automatically expect to be seen immediately.</i></p> <p><i>School Staff should always inform Senior Management within 24hrs should a complaint be made.</i></p>
<p><u>2. Raise the issue with the Headteacher...</u></p> <ul style="list-style-type: none"> if the issue is not satisfactorily resolved (above), or the issue, incident or concern is of a serious nature 	<p><i>It may be necessary to make an appointment for a face to face visit. However the Headteacher will endeavour to respond to both phone messages and emails within 24 hrs and letters within 48 hrs.</i></p> <p><i>The attached form can be used for complaints made to the Headteacher.</i></p>
<p><u>3. Raise the issue with the 'Chair of Governors'....</u></p> <ul style="list-style-type: none"> if the issue has not been satisfactorily resolved by the Headteacher (above) or the issue, incident or concern is itself, about the Headteacher. 	<p><i>This should be done on the attached form, put in a sealed envelope marked 'To Chair of Governors', c/o the school.'</i></p>
<p><u>4. Informal resolution of the issue</u></p> <p>The chair of Governors will seek to resolve the issue 'informally' <u>if</u> this is appropriate and/or possible. If not (see below).</p>	
<p><u>5. Full School Governors investigation</u></p>	<p><i>This follows very strictly the procedures laid down in the LA Complaints Procedural Guidance for Governing Bodies and Headteachers</i></p> <p><i>The Chair will write to complainants setting out the timescales for setting up a Complaints Panel and informing them of the procedures. This likely to take some time but will be done as soon as possible..</i></p>
<p><u>6. Making a complaint about the Governor's investigation</u></p>	<p><i>Appeals/complaints to any part of South Glos Children & Young People's Department (LA) can only be about either aspects of school which they have responsibility for (e.g. admissions, school dinners) or about whether Step 5 has been properly carried out by the School Governors. The LA cannot change the decision of the Governors Panel.</i></p>
<p><u>After Step 6:</u></p>	<p>South Glos Council Policy states:</p> <p><i>"A complaint may become vexatious when it has been properly considered and dealt with, but the complainant is not prepared to accept the conclusion or persists in making the same or substantially the same complaint. Continuing with such complaints can unreasonably take up time and resources and detract from the responsibility to others in the school community. If the Chair of Governors judges that a complaint has become vexatious, advice should be sought from the appropriate named contact officer in the Education Service.</i></p>