



St. John's C.E. Primary Academy  
Complaints Policy

**Introduction**

The main purpose of a Complaints Procedure is to solve problems and to give parents a means to raise issues of concern and have them addressed.

School would also like to hear from parents if they are happy with the service provided and would like to compliment the staff and pupils. Maintenance of high levels of staff commitment, morale and motivation are essential to the provision of the best education for the children. Positive feedback really helps to promote this.

To express approval parents can write, telephone, e-mail or speak personally to staff concerned or to the Principal or Vice Principal.

**Expressing Concerns**

The school is committed to providing a high quality service for all the children. Sometimes things may seem to go wrong which may lead parents to express concerns.

In the first instance any concerns should be raised with the member of staff concerned. If they are unable to resolve the concerns they should be raised with the Principal or Vice Principal. If at this stage the Principal or Vice Principal considers it appropriate another member of staff may be asked to respond because they have a particular responsibility or are familiar with the circumstances that have caused the concern. We trust that in most cases this will be sufficient to resolve the difficulty.

**Children with additional needs (SEND)**

If you wish to discuss your child's special educational needs or are unhappy about any issues regarding the school's response to meeting these needs please contact the following:

- Your child's class teacher
- The SENCo - Mrs Wright
- The Principal - Miss Evans

If your issue remains unresolved then please request a meeting with the School Governor with responsibility for SEND - Ev Watts. Miss Watts can be contacted via school 01785 251960

## **Making a Formal Complaint**

If it has not been possible to resolve a difficulty informally then parents may ask to use the formal complaints procedure.

### **Step 1 - The Principal**

It may be that the Principal has not been aware of the concern raised prior to this point. If this is the case the Principal will consider whether the complaint can be satisfied without recourse to the governing body.

Having discussed the concerns a parent may still feel that they wish to make a formal complaint. This can be done by telephoning, writing a letter or verbally to the head teacher. You will then receive a written response from the Principal to your concerns.

### **Step 2 - The Governing Body**

If a parent is dissatisfied with the response from the Principal, they can make a formal complaint to the governing body. The school office will provide a form which should be completed and returned to the school - marked for the attention of the Chair of Governors. The school will record when the complaint is received. The school office will acknowledge the complaint in writing on behalf of the Chair of the Governing Body. The acknowledgement will also normally include an explanation of what will happen next, time scales involved and the name of the person from whom they will next hear about the progress of the investigation.

Details of a complaint will be kept confidential except in so far as they need to be shared with people who might contribute to their resolution.

The Chair of the Governing Body will consider whether the investigation can be completed by the Principal (who will already have been involved), the Chair him/herself, or whether to refer the complaint to a Complaints Committee of the Governing Body. If the latter course of action is followed the chair will present a full report to the Committee and, if necessary, external advice may be sought from the Trust.

If a Complaints Committee is called it will normally be made up of 3 governors. The membership will not include the Principal. The Chair of the Governing Body will usually chair the committee.

The Committee will try to meet at a time convenient to the members of the Committee, the Chair (who will present the report), the parent (in order that they may make representations in person) and any witnesses.

Outcomes to Step 2

In all cases where a complaint has been investigated by the Chair of Governors or Complaints Committee of the Governing Body, the complainant will be given a written response covering:

- the complaint
- the scope of the investigation
- the conclusion of the investigation
- any action which has resulted

**If the investigation upholds the complaint**, the written response may also include:

- an appropriate expression of regret
- providing a solution to address the complaint
- changing procedures to avoid future problems

**Where a complaint is not upheld** the complainant will be given a response and informed of any further action that might be appropriate to the situation.

### **Step 3 - The role of the Trust**

Parents do not have a general right of appeal should they disagree with the governors' decision. However, parents may raise the matter with the Trust if they consider the complaint has not been investigated in the correct way.

This policy was presented to and approved by the Governing Body on 6<sup>th</sup> December 2018. It will be reviewed in January 2020.

Signed / date: Chair of governors \_\_\_\_\_

Signed /date: Principal \_\_\_\_\_

**COMPLAINTS FORM**

Please complete this form and return it to the school who will then forward it to the chair of the governing body. Please continue on a separate sheet if necessary.

1. **Name:**

2. **Address:**

3. **Tel. No.:** Home:  Work:

4. **Name of Child:**

5. **Details of the Complaint:**

(please include the date or period of time to which your complaint relates and confirm whether you have already expressed your concerns informally, and to whom and when)

6. **Do you have a suggestion for change?**

Please attach copies of any more information you have to back up your complaint, such as letters or reports.

Signed:  Date:

Dear \_\_\_\_\_

(Name of Pupil)

Thank you for your letter of *(date)*, making a formal complaint against the school in relation to your son/daughter *(name of pupil)*. I have asked the complaints committee of the governing body to investigate your complaint and a meeting has been arranged for *(date, time and venue)*. You are invited to attend the meeting to present your case in person.

Please let me know if you do not wish to attend the meeting or if the date and time is inconvenient for you. Following the meeting a written report will be sent to you confirming the findings of the committee and, if applicable, the course of action to be taken.

Yours sincerely,

Chair of Governing Body

Dear \_\_\_\_\_

Name of Pupil

The complaints committee of the school's governing body considered your complaint at a meeting held on (date) and which you attended / did not attend (delete as appropriate).

I can now inform you that the committee's views on the complaint are as follows:-

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I trust that you feel that the meeting gave you the opportunity to express your views and that members of the committee gave full and fair consideration to your complaint.

Yours sincerely,

Chair of Governing Body