



**Aspire, Believe, Succeed**

# Complaints Procedure

|               |                          |
|---------------|--------------------------|
| Policy        | Statutory                |
| Approved date | 7 <sup>th</sup> Dec 2016 |
| Approved by   | Full Governing Body      |

**[www.featherstoneprimaryschool.co.uk](http://www.featherstoneprimaryschool.co.uk)**

**Monitoring and Review** The Governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head Teacher logs all complaints received by the school and records how they were resolved.

**Introduction:**

The fundamental objective of the school is to create and maintain a safe, happy and healthy learning environment where every pupil can achieve their full potential. Our ethos is to work in a spirit of co-operation between parents, carers, staff and governors.

It is recognised that from time to time parents/ carers/ staff may have concerns with the way the school discharges its responsibilities to meet its obligations, and these issues may be raised as complaints directly with the school.

In line with the requirements of the Education Act 2002, Featherstone Primary School will:-

- Have a complaints procedure that is easily accessible, simple to use and easy to understand.
- Encourage resolution of problems by informal means wherever possible.
- Resolve all issues swiftly to established timescales, impartially and in a spirit of cooperation.
- Ensure a full and fair investigation by an independent person where necessary.
- Respect people's desire for confidentiality.
- Provide an effective response and appropriate redress where necessary.
- Ensure that the Governing Body regularly monitors complaints received by the school.

**The complaints procedure:**

**For parent complaints all 3 stages apply. Staff complaints should go straight to stage 2.**

**Informal Stage 1 (for parent/ carer complaints) – Review by Class Teacher** - Parent/carer discuss their concerns with child's class teacher, or if they prefer another member of the School's teaching staff. If a resolution cannot be sought at this level or the complainant is dissatisfied at the outcome of these initial discussions then the parent/carer may wish to escalate the complaint to the next level of the procedure.

**Informal Stage 2 – Review by Head Teacher** - The parent/ carer/ member of staff should put their complaint to the Head Teacher in writing. This should be as soon as reasonably practical to avoid any possible worsening of the issue. The Head Teacher will investigate fully and communicate findings and/or resolution to the complainant(s) verbally or in writing depending on the nature of the issue. The outcome will be reported back to you within 10 **working school days**.

If the parent/carer/ member of staff is not satisfied with the outcome at this stage then the complaint can be moved to the next level for an independent review by the Governing Body Panel.

**Formal Stage 3 – Review Governing Body Panel** - The complainant should write to the Clerk of the Governing Body clearly stating their complaint and why they feel the matter has not been resolved. The process will follow the time scales:

- Letter acknowledged and Governing Body Panel informed within 7 school days on receipt.
- The Panel sets a date to meet as soon as reasonably practical but no longer than 15 school days from the acknowledgement date of the letter.
- Governors Panel obtains a report from the Head Teacher and any further information / documentation required within 5 school days before the meeting.

- If the Panel cannot meet because the end of term is less than 15 days from the date of acknowledgement of the letter of complaint, it must meet within **10** days of the start of the new term.
- The Governing Body Panel will communicate their findings to all parties concerned within 20 school days of the meeting.

**Your Name:**

**Date:**

**Your Complaint**

**A suggestion how you think we could resolve the matter?**

**Signed**\_\_\_\_\_