

The Moorlands Primary
Federation



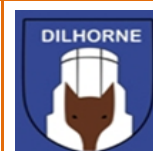
Complaints Policy 2015

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1. Introduction

We endeavour to ensure that all of our schools provide the very best education for all our children. However, we acknowledge that parents many have grievances over specific matters they may result in a complaint. The following policy sets out the procedure that we follow in such cases.

2. Aims and objectives

All of our schools aims to be fair, open and adhere to our core values and Christian foundations when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3. The complaints process

How to share a concern

If a parent is concerned about anything to do with the education that we are providing at any of our schools, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

What to do if the matter is not resolved through informal discussion

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the either the School Leader or Executive Headteacher. These Senior Leaders considers any such complaint very seriously and investigates each case thoroughly. We hope that most complaints will be resolved at this stage.

Sharing a concern about the School Leader or Executive Headteacher

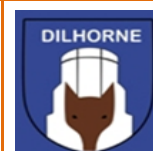
Should a parent have a complaint about the School Leader, they should arrange a meeting with the Executive Headteacher. Should the complaint be about the Executive Headteacher, s/he should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he

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can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below. A list of governor names is available from each school office.

How to take the matter further

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors.

The governing body must consider all written complaints within three weeks of receipt. The complaint will be acknowledged in writing by, or on behalf of, the Chair of the Governing Body. The acknowledgement should 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 their investigation. Details of a complaint should be confidential except in so far as they need to be shared with people who might contribute to the resolution. The Chair of Governors will need to consider whether the investigation can be completed by the Executive Headteacher (who will already have been involved), the Chair him/herself, or whether to refer the complaint to the Complaints Committee of the Governing Body. If the latter course of action is followed, the Chair shall present a full report to the Committee and if necessary, external advice may be sought from the Local Authority.

The Complaints Committee is comprised of three Governors. Membership should not include the Executive Headteacher and according to the matter complained about, it may not be appropriate for certain categories of Governor to be included.

The Committee will arrange a meeting to discuss the complaint, and invite the complainant, and any witnesses, to attend the meeting, so that s/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the Governors consider their decision and inform the parent about it in writing within 48 hours of the meeting. The Governors will do all they can at this stage to resolve the complaint to the parent's satisfaction.

Outcomes

In all cases where a complaint has been investigated the complainant will be given a written response covering:

- the complaint;
- the scope of the investigation;

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- the conclusion of the investigation;
- any action which has resulted.

The Committee may wish to offer the complainant the opportunity to discuss the response.

If the investigation upholds the complaint, redress should be appropriate to the complaint and may include:

- An appropriate expression of regret.
- Providing the solution desired by the complaint.
- Changing the procedures to avoid future problems.

Where a complaint is not upheld the complainant must be given a response and informed of any further action that might be appropriate in their situation.

Who to appeal to next

Parents and carers do not have a general right of appeal should they disagree with the Governors' decision. They may, however, raise the matter with the Local Authority, Lichfield Diocesan Board of Education or Secretary of State if they consider the complaint wasn't investigated properly and fairly. However, if the Governors have considered the complaint reasonably, neither the Local Authority, Lichfield Diocese nor the Secretary of State can reverse their decision.

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Appendix 1

Complaints and Compliments

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. Telephone Home Work
Number _____ _____
4. Name of Child _____
5. Details of the Complaint/Compliment (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 report.

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Signed:

Date:
