

Complaints procedure

Introduction

- 1 This document sets out the school's procedure for addressing complaints.
- 2 Please note that this procedure does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals, decisions about your child's special educational needs or grievances about school staff.
- 3 All other complaints are handled by the school according to the arrangements set out below

Aims and Objectives

- 4 The school will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding

Complaints Procedure

- 5 Most complaints are best dealt with informally. If you have any concerns about the school or the education provided, please discuss the matter with, in the first instance, the member of staff concerned at the earliest opportunity.

Stage 1 – informal

- 6 If you feel that a concern has not been addressed through discussion with the class teacher or that the concern is of a sufficiently serious nature, please make an appointment to discuss it with the Head teacher. The Head teacher considers any such complaint very seriously and most complaints can be resolved at this stage.

Stage 2 – formal

- 7 If the matter cannot be resolved, or your complaint is about the Head teacher then it may be appropriate for you to write to the Chair of the Governors to make a formal complaint. (Verbal complaints will be taken just as seriously.) Please state the nature of the complaint, the steps taken to resolve it and the action you would like to see taken to remedy your concerns. The Chair of the Governors will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He / she will normally write to you with the outcome of this process within 15 working days of receiving the complaint. Please complete and return the attached form.

Stage 3 – formal

- 8 If you are not satisfied with the result, you may ask to refer your complaint to Stage 3 of the procedure. At this stage a panel of governors will meet to consider the complaint and make a final decision about it on behalf of the governing body. The panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 working days of your request.
- 9 You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend part of the meeting, accompanied by a friend/partner if wished to put your case. The Head teacher will be given the same opportunities. The panel will write to you with its conclusion within 5 working days of the meeting.
- 10 The decision of the panel is final. If you are still not satisfied, you may wish to put your complaint to the Secretary of State for Education and Skills.

Monitoring and review

- 11 The governing body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Head teacher logs all formal complaints received by the school and records how they were resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

Availability

- 12 A copy of this procedure is available to all parents on request.



HOLY TRINITY CE PRIMARY SCHOOL – COMPLAINT FORM.

Please complete this form and return it to the Chair of Governors, who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name

Relationship with the school (eg, parent of a pupil on the school's roll):

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Pupil's name (if relevant to your complaint)

Your address;

Telephone number;

Please give concise details of your complaint, (including dates, names of witnesses etc), to allow the matter to be fully investigated.

You may continue on separate paper, or attach additional paperwork, if you wish.

Number of additional pages attached:

What action, if any, have you already taken to try to resolve your complaint? (ie who have you spoken with or written to and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

Signature _____

Date _____

School use;

Date form received;	
Received by;	
Date acknowledgement sent;	
Acknowledgement sent by;	
Complaint referred to;	
Date;	