

# Priestley Primary School

## Complaints Procedure

Reviewed Spring 2021



## Philosophy

'Problems are nothing but wake up calls for creativity'.

(Gerhard Gschwantner)

## Principles

- Schools need to be clear about the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the numbers which develop into formal complaints. These key messages deal with complaints, but the underlying principle is that concerns ought to be handled, if at all possible, without the need for formal procedures.

We will aim to:

- encourage resolution of problems by informal means wherever possible;
- be impartial;
- be non-adversarial;
- allow swift handling with established time-limits for action and keeping people informed of the progress;
- respect people's desire for confidentiality;
- address all the points at issue and provide an effective response and appropriate redress, where necessary;

We will ensure that:

- procedures are easily accessible and publicised;
- procedures are simple to understand and use;
- a full and fair investigation by an independent person where necessary;
- information to the school's senior management team so that services can be improved.

## Procedures

If a parent is concerned about anything to do with the education we are providing at our school, 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 they can take action before the problem seriously affects the child's progress.

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 Deputy Headteacher. The Deputy Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage. Should the complaint still not be resolved at this point the parent will make an appointment with the Headteacher.

Should a parent have a complaint about the Deputy Headteacher, s/he should first speak directly with the Deputy Headteacher as often simple clarification or the provision of information can resolve many concerns. If the matter is not resolved, the Headteacher will act as the third party as mediator. Should a parent have a complaint about the Headteacher, a similar process will be followed as with the Deputy Headteacher but on this occasion the third party would usually be a member of the Governing Body. An unreasonable refusal to attempt an informal resolution may result in the procedure being terminated.

If the complaint is not resolved at the informal stage, the complainant must put the complaint in writing to the Chair of the Governing Body whose next step would be to refer the complainant to the appropriate person and advise them about the procedure.

The Governing Body must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her 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. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction. If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

## **Performance**

The policy will be reviewed annually by the Governing Body as part of the school's policy review cycle in line with the school's safeguarding procedures.

**ALL SAFEGAURDING POLICIES SHOULD BE CONSIDERED IN RELATION TO EACH OTHER AT ALL TIMES.  
(Safeguarding, Child Protection, Prevent, Internet Safety, Acceptable Usage, Anti-Bullying, Behaviour, Physical Intervention, First Aid, Intimate Care, Health & Safety, Fire Safety, Safer Recruitment, Off-Site Visits, Whistle Blowing, Complaints Policies)**

**To be reviewed Spring 2022**

# Priestley Primary School Complaints Procedure

## Flowchart

Reviewed Spring 2021



### Summary of Dealing with Complaints

- Complaint heard by staff member
- Ensure Deputy Headteacher is informed of complaint & outcome.

Issue resolved

Issue not resolved

- Complaint heard by Deputy Headteacher
- Acknowledge receipt of complaint in writing/face to face/telephone call.
- Inform complainant of outcome of investigation through telephone call/in writing
- Ensure the staff member, Assistant Headteachers & Headteacher are informed of all outcomes.

Issue not resolved

- Complaint heard by Headteacher
- Acknowledge receipt of complaint in writing/face to face/telephone call.
- Inform complainant of outcome of investigation through telephone call/in writing
- Ensure the staff member, Assistant Headteachers & Headteacher are informed of all outcomes.

Issue not resolved

- If the issue is not resolved, it is put in writing and addressed for the Chair of Governors.
- Governors' complaints panel meeting arranged
- Issue letter inviting complainant to a meeting.
- Issue letter confirming panel decision
- Ensure Headteacher is aware of any outcome

To be reviewed Spring 2022