

**ALL SAINTS CEVA
PRIMARY SCHOOL
AND NURSERY UNIT**

**POLICY
For
Complaints**

**With Jesus as our guide we will inspire a passion for learning,
high aspirations and respect for all.**



ALL SAINTS CEVA PRIMARY SCHOOL COMPLAINTS POLICY 2017

POLICY TITLE:	Complaints Policy
POLICY REFERENCE NUMBER:	

POLICY OWNERSHIP:	
School	Head Teacher
Governors	Chair

POLICY IMPLEMENTATION DATE:	September 2015
POLICY REVIEW DATE:	September 2017

POLICY REVIEW DOCUMENT HISTORY

This policy is monitored by the Policy Owner(s) and will be reviewed every year, or as dictated by school requirements or legislation.

Version	Date	Author	Amendment	Approval / Adoption
1	24.7.15	E. Johnson		September 2015

IMPLEMENTATION / UPDATING

Following approval, it is the responsibility of the Policy Owner(s) to ensure that the policy is:-

- | | |
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| <ul style="list-style-type: none"> • circulated to all relevant stakeholders • uploaded onto the school website | <p>Date</p> |
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RESOURCE IMPLICATIONS

Training time to staff and cost of update training.

REFERENCES/LINKS/CONSULTATION

LEGAL COMPLIANCE & EQUALITY STATEMENT

At the time of ratifying this policy, the policy owner was satisfied that, to the best of their knowledge, this document complies with all relevant legislation.

The school is committed to the principles of Equality and under this policy no person will be treated less favourably on grounds of race, colour, nationality, ethnic or national origin, disability, gender, marital or parental status, age, religion or belief, sexual orientation, proposed or actual gender re-assignment, economic group, employment status, or any other condition or legally protected characteristic which cannot be shown to be wholly justified in relation to the effective operation of the school.

Introduction

We believe that our school provides a good education for all our children, and that the Head Teacher and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

Aims

Our school aims to be fair, open and honest 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.

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 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 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 Head Teacher. The Head Teacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

Sharing a concern about the Head teacher

Should a parent have a complaint about the head teacher, s/he should first make an informal approach to governing body, who is obliged to investigate it. The Chair of Governors will do all s/he 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.

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. 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.

Who to appeal to next

If the complaint is not resolved, a parent may make representation to the Diocese. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

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.

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. Governors examine this log on an annual basis.

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Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

Emma Johnson

Head Teacher September 2015

Review September 2017