

COALWAY COMMUNITY INFANT SCHOOL

Complaints Policy

Introduction

We strive to provide a good education for all our children. The Head Teacher and staff work very hard to build positive relationships with all parents and carers. However, the school is obliged to have procedures in place in case there are complaints by parents, guardians or members of the public. The following policy sets out the procedures that the school follows in such cases.

If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.

We deal with all complaints in accordance with procedures laid down by the DfE.

All parents and carers have the right, as a last resort, to appeal to the School Complaints Panel if they still feel that their complaint has not been properly addressed.

Aims and objectives

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 promptly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

The complaints process

Stage One

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

Stage Two

Where parents or carers feel 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 by this stage.

If a complaint is about the Head Teacher, the complainant should write to the Chair of Governors. The Chair of Governors will investigate the complaint.

Stage Three

If the complaint is still unresolved to the complainant's satisfaction, then the complainant can appeal to the Governing Board Complaints Panel, made up of three governors.

The Governing Board must consider all written complaints within three weeks of receipt. A panel of Governors will arrange a meeting to discuss the complaint and will invite the person making it 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 will 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 and Skills.

Complaints requiring specific procedures

The following complaints require specific LA procedures. Specific guidance should be sought from the LA regarding:

- Child Protection
- Failure to assess a child's Special Educational Needs
- Non-availability of a school place
- Exclusion of pupils from school
- Complaints about the curriculum
- Complaints against staff
- Confidential complaints by staff ("Whistle Blowing")
- Complaints about racist incidents

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.

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 and carers, so that they can be properly informed about the complaints process.

This policy will be reviewed every two years, or before as necessary.

Date of Policy: October 2019

Review date: October 2021