

Collaton St. Mary C. of E. (V.A.) Primary School

Suggested interim policy until further guidance is received

Complaints Procedure Policy

Rationale

Complaints against schools can take many forms. They may be to do with the Policies of the Governing Body, actions of school staff, or other matters. Whatever the nature of the complaint it should be dealt with in a clear, precise and straightforward way.

It is therefore important for us to have a published procedure on how complaints will be dealt with. We want to ensure that parents/guardians are able to express their concerns in an open and honest way.

Purpose

An effective complaints procedure is designed to:

- encourage resolution of problems by informal means where possible
- be easily accessible and well-publicised
- be simple to understand and to use
- allow the procedure to be handled swiftly, with established time limits for action, keeping the concerned parties informed of the progress
- ensure a full and fair investigation
- respect people's desire for confidentiality
- address the key points at issue and provide an effective response and appropriate redress

Procedure

1. In the first instance, parents will want to discuss their concerns over learning matters with the classteacher.
2. If this is not sufficient, or clarification is needed, the Headteacher will be pleased to discuss issues.
3. Unless the complaint is about the Headteacher, he will be the first point of contact.
4. The following lists the initial points of contact where possible complaints occur.

Staff (teaching and non teaching)	-	Headteacher
Headteacher	-	Chair of Governors
Chair of Governors	-	Headteacher
Other Governor	-	Chair of Governors
Chair and Head	-	Diocesan Director of Education and LEA
5. The investigating officer will inform the Clerk to the Governors whether an official procedure needs to be followed or whether he has been able to resolve the situation amicably with a calm and positive meeting.

6. If the matter is not resolved, a formal procedure is invoked with the First Committee normally acting as the investigating authority.
7. Complainants are able to:
 - attend the meetings to hear the complaint and be accompanied by a friend and, if desired, an interpreter
 - receive a copy of any of the papers provided by the school, LEA or the Diocesan board
 - receive adequate notice of, not less than five days, the time, date and place of all formal meetings
 - receive a written report of all decisions, the reasons for them and any action it is proposed to take, including details of any requests made to those complained about to take particular actions to resolve the complaint
 - be informed of the progress of the complaint

Conclusion

If a complaint is made and the procedure carried out, the school must learn from this process, so that services can be improved and the good working relationships between all people involved with the school, confirmed.