



ALMOND HILL JUNIOR SCHOOL  
GOVERNING BODY

COMPLAINTS POLICY

FULL GOVERNING BODY	2 <sup>nd</sup> October 2019
DATE FOR REVIEW	September 2020

# **ALMOND HILL JUNIOR SCHOOL COMPLAINTS POLICY**

## **Introduction**

We take seriously any complaint made by parents or others with parental responsibilities and seek to resolve problems quickly and sensitively. The education and well-being of our children is of paramount importance to us all and an early warning of problems or concerns is appreciated. Such concerns are considered as an opportunity for improvement and confidentiality is respected as appropriate.

We deal with all complaints in accordance with procedures set out by the Local Authority (LA). If the school cannot resolve any complaint itself, those concerned can ask the LA to intervene.

All parents have the right, as a last resort, to appeal to the Secretary of State for Education, 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 swiftly as possible. We will do our utmost to listen to complaints but it must be noted that the school will not tolerate any form of aggressive behaviour towards staff or members of the governing body. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the children above all other issues. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

## **The Complaints Process**

If a parent is concerned about any aspects of school life, 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.

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

Should a parent have a complaint about the Headteacher, s/he should first make an informal approach to one of the members of the Governing Body, who is obliged to investigate it. The governor in question 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.

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 he/she can explain his/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.

If the complaint is not resolved, a parent may make representation to the LA. Further information about this process is available from the school or from the LA. 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 Headteacher logs all formal complaints received by the school. The Governing Body is responsible for monitoring formal complaints.

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.

September 2019