

# Ash Lea School

## Complaints Policy 2017- 20



### Complaints policy

#### Listening to Parents, Pupils and the Community

##### 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. This policy sets out the procedure that the school follows in such cases.

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. As problems can cover a wide range of difficulties, the steps outlined below will be used appropriate to the complaint.

In any investigation, we will try to give you a realistic idea of how long it will take to investigate your concerns and a time when we will contact you again.

##### The Complaints Process

- 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 or Phase Leader. 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.
- If you are not a parent at the school then please address your concerns to the Head Teacher.
- In some instances, it may be appropriate to direct you to discuss the problem with the Phase Leader of the Department your child is taught in.
- Where a parent feels that a situation has not been resolved through contact with the class teacher or the Phase Leader, or that their concern is of a sufficiently serious nature, they should make an *appointment* to discuss it with the Head Teacher or Assistant Head, if the Head is unavailable. The Head Teacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.
- If the complaint has not been resolved or should a parent have a complaint about the Head Teacher, s/he should write to the Chair of Governors at the school address, who is the nominated Governor for investigating complaint.
- The Chair of Governors will contact you to find out more about your concerns and will then investigate your complaint. He/she will write to you on behalf of the Governing Body with the results of the investigation.

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- If you are still not satisfied, you may appeal to a committee of the Governing Body, which will listen to your complaint. This committee will be made up of Governors who have not had any previous knowledge of your complaint. You will be able to attend a meeting of the committee to put your case. The Head Teacher and nominated Governor for investigating complaints will also attend to explain what they have done to investigate and resolve your concerns. The committee will write to you after listening to all parties and coming to their conclusion.
- It is our aim that the committee considers written complaints within fifteen working days of receipt. The school will give the complainant at least three working days' notice of the meeting. It is hoped that this meeting will resolve the problem.
- If the complaint remains unresolved, you may contact the governor responsible for complaints or make representation to the Local Authority. Further information about this process is available from the school or from the LA. The LA has powers to investigate complaints about the curriculum, religious education and collective worship, the school's charging policy and the provision of information required by the law. For other complaints the LA will investigate whether the school's investigation was carried out properly, but will not rehear the complaint.
- After the LA has carried out its investigation, it will write to you. In the very rare case that you remain dissatisfied that the complaint has not been dealt with properly, then you are entitled to appeal to the Secretary of State for Education.

### Implementation and Monitoring

The section above 'The Complaints Process' will be made available for anyone making a complaint.

The Governors will 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 may examine this log on an annual basis.

Governors take into account any local or national decisions that affect the complaints process, and will delegate the responsibility for making any modifications necessary to this policy.

**Dawn Wigley**

Signed: \_\_\_\_\_ (Head Teacher)

Signed: \_\_\_\_\_ (Chair of Governors)

Date: 20<sup>th</sup> February 2017

**To be reviewed February 2020** (or earlier if the need arises)