

QUEENSWOOD SCHOOL



Strengthening Our Community

Complaints Policy

STATUTORY POLICY

Agreed by Governors: July 2015

To be reviewed: July 2018

Queenswood Primary School and Nursery

STATEMENT OF POLICY ABOUT HOW COMPLAINTS BY OR ON BEHALF OF PARENTS AND OTHERS SHOULD BE DEALT WITH

Note: This policy statement relates to complaints other than those about the curriculum or religious worship for which a separate procedure has been established by the Local Authority and approved by the Secretary of State. Details of this separate special procedure are available from the school office should anyone wish to make a complaint about curriculum or religious worship matters

1. WHAT IS A COMPLAINT?

The school considers a complaint principally to be an expression of grievance or dissatisfaction received from or on behalf of a parent or member of the public regarding: -

- action taken by or on behalf of the school.
- failure by the school or its staff or contractors to respond to a reported problem.
- the standard of service(s) provided or discrimination in their delivery.
- the policies of the school.

2. HOW TO MAKE A COMPLAINT

A parent or member of the public can make their complaint in the first instance either verbally or in writing to the head teacher.

The school, if asked, may help anyone who would like assistance to set out their complaint including access to translation services where necessary.

3. HOW ARE COMPLAINTS DEALT WITH?

It is hoped that the majority of complaints can be resolved informally either by raising them verbally, in person or on the telephone, or by putting them in writing, given or sent to the school, when they can be discussed there and then or at a mutually agreed time and a satisfactory explanation given or resolution speedily implemented.

Complaints that cannot be resolved informally should be dealt in accordance with the following promises:

- an acknowledgement (or final response where possible) should be sent to the complainant within five working days (i.e. school term days).
- the complainant should be told the name and telephone number of the person dealing with the complaint.
- a full response should be sent within twenty working days (i.e. school term days) or if a complete answer still cannot be given the complainant should be told what is being done to investigate the complaint and how long this should take.
- the complainant should be told if their complaint has to be dealt with under a special procedure.

4. WHERE TO GO IF NOT SATISFIED WITH THE OUTCOME

(i) Complainants not satisfied with the outcome of their complaint dealt with by the head teacher should write to: -

The Chair of Governors
c/o Queenswood Primary School
Yates Way
Ketley Bank
Telford TF2 0AZ

The Chair of Governors will arrange for the complaint to be looked into by the governing body's complaints committee. Even at this stage there is provision within the policy for the complaint to be tried to be resolved informally and the chair of governors may choose to try to do so in the first instance before formal referral to the complaints committee itself.

(ii) Thereafter, complainants still not satisfied with the outcome and who want to take the matter further, beyond the school, can write to either: -

Director of Children's Services
Telford and Wrekin Council
Addenbrooke House
Ironmasters Way
Telford
TF3 4NT

or,

The Secretary of State for Education
Ministerial and Public Communications Division
Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

However, the LA's policy is that unless allegations relate to very serious incidents of staff conduct, child protection issues or potential criminal activity it is not prepared to be involved in looking into complaints about matters in schools raised by parents and other complainants until after the school's own complaints procedures have been fully exhausted and concerns still remain at that time.

The LA consider it important that schools have every opportunity to resolve complaints about matters in school at local level in the first instance. The LA also consider that the majority of issues raised can only be effectively resolved at local level where, in most cases the power (s) to take appropriate action is vested in the school rather than the LA.

5. WHAT TO DO IF THE COMPLAINT IS ABOUT THE HEADTEACHER?

Complaints about the head teacher that the complainant cannot or does not wish to raise directly with the head teacher should in the first instance be sent to the chair of governors who will arrange for the matter to be dealt with as set out in 4(i) above.

6. MONITORING OF COMPLAINTS

An anonymous analysis of all formal complaints should be reported to the governing body regularly so that any necessary changes in the school's policies, practices or procedures can be considered and implemented. The school believe that it is imperative that any lessons to be learned from the handling of complaints are effectively taken on board.