



Compliments and Complaints Policy 2017



Approved by Governing Body -Curriculum Committee **30.03.17**

Head Teacher 

Date of Review : **April 2020**

Vision Statement

Opportunities for all
Realising the child's potential

Challenging and exciting

Holistic, happy and healthy

Aspirational

Recognising and celebrating achievements

Diversity and partnership

Mission Statement

Together with home and the community, we aim to provide a nurturing, challenging, high quality teaching and learning environment within a friendly, supportive multi-cultural setting. Encouraging children and staff to respect and value one another.

1. Aims of policy

- To work in partnership with families and the wider community
- To be fair, open and honest
- To resolve complaints through dialogue, mutual respect and understanding
- To put the interests of pupils above all else
- To celebrate our successes' through the compliments procedures

The Complaints procedures will not be used to investigate the following statutory procedures:

- Admissions to schools;
- Exclusions;
- Special Education Needs Provision (SEN Tribunal);
- Statutory Proposals for School Re-organisation;
- Serious complaints against staff;
- Child Protection Issues;
- Risk Assessment/Claim for Damages.

Complaints can be made about:

- Non-compliance with curriculum issues;
- Failure to provide a satisfactory service;
- Failure to follow policies and processes;
- The conduct of staff/Governors.

Please refer to other school policies for further details

2. Who to complain to

If your complaint is about:

- Something that happened, or failed to happen, at school you should first talk to the class teacher (or the headteacher if necessary, see below)
- The actions of the headteacher, you should contact the chair of governors via the school.
- The actions of a governor, you should contact the chair of governors via the school.
- The actions of the chair of governors, you should contact the clerk to the governors via the school.
- The actions of the governing body, you should contact the clerk to the governors via the school.

3. Stages of the complaints procedure

3.1 Informal Procedures

This stage will take no more than 20 school days.

- General day-to-day concerns should be raised initially with the class teacher where applicable.
- If your concern/complaint is not resolved or it is of a more serious nature you should make an appointment to meet the headteacher.
We will take all complaints seriously and investigate them thoroughly (clarifying what happened, who was involved, what action would put the situation right etc.) within a timescale of 20 working days. Most complaints will be fully resolved at this stage.

3.2 Formal Procedures

Only if the above informal stages fail to resolve a complaint will formal investigations begin.

- A formal written complaint should be sent to the chair of governors, via the school. This should include a statement about the nature of the complaint, how the school has handled the complaint to date and what action you would like to resolve the complaint.
- A committee of 3 governors and the headteachers will consider all formal complaints within 10 working days. A meeting will be arranged with you within another 10 working days ensuring that you have at least week's notice.
- After reviewing the complaint evidence the committee will decide on a course of action and inform you of this in writing.
- If you consider that the governors' committee has not acted properly in carrying out the investigation you have the right to complain to the Local Authority. The Local Authority has the responsibility to ensure that governing bodies act properly but does not have the power to instruct them to overturn their decision.

Letters to the Local Authority should be sent to the Director of Education.

N.B. The Local Authority can only act when all steps of the school's policy have been followed.

Formal complaints can also be sent to the DfE but again it is expected that all local procedures have been followed first.

4. Monitoring and reviewing the policy

The governing body monitors the complaints procedure to ensure that all complaints are handled properly. The headteacher logs all complaints received and records how they have been resolved. Governors review this log annually.

The complaints policy is available to all parents/carers so that they are properly informed about the procedure.

5. Vexatious or malicious complaints

The school will resist abuse of the complaints procedure and may reserve the right not to investigate any complaints considered to be vexacious or malicious or where the headteachers and chair of governors is satisfied with the actions already taken.

Compliments

It is important to recognise the successes of the school and celebrate these. If families or members of the wider community wish to express their compliments to the school or an individual member of staff, these can be forwarded to the Head teacher and Governing Body at the school.

Compliments can also be recorded in the compliments book situated in the front foyer . All compliments will be celebrated and shared with the staff .

(This policy adheres to the LA Compliments and complaints procedures 2004)

