

Our School Values

Resilience

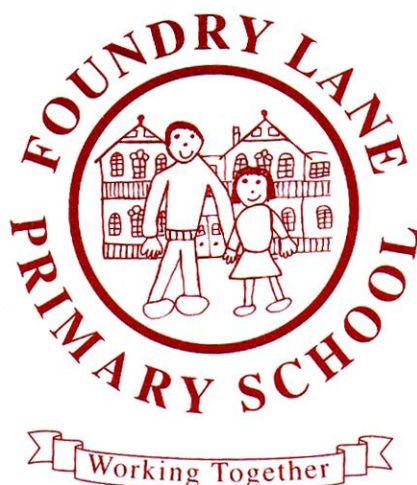
Creativity

Kindness

Community

Critical Thinking

Independence



Complaints Policy

If you would like to see a signed copy of this policy or speak to a member of staff about its contents, please contact the School on 02380 774814 or at info@foundrylaneprimary.co.uk

This policy was adopted in: February 2023

This policy is to be next reviewed in: February 2026

This policy will be reviewed by: Resources Committee

The Senior Leader responsible for the monitoring of this policy is : Headteacher

Our school policies are written with the objective of continuously improving the school in our aim of realising the school's vision:

Our Vision

Our inclusive environment acknowledges and respects children from diverse families and cultural backgrounds where everyone feels they belong. We provide a rich and engaging school experience through inspiring, motivating and challenging our pupils to believe in themselves and to raise and expand their aspirations.

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1. Intent

This policy sets out how the school will deal with general complaints. It is not intended to cover those aspects of school life where the law sets specific complaints procedures i.e. admissions, exclusions, complaints about the delivery of the National Curriculum and the provision of collective worship and religious education. Further details about these procedures are available in other documents.

2. Aims

We aim to:

- Encourage parents to express their views at the earliest opportunity through the appropriate channels.
- Aid communication between parents and school.
- Uphold an accessible and easily understood procedure for complaints.
- Maintain confidentiality. Details of the complaint should be known only to those investigating the complaint and parents should be assured that making a complaint will not adversely affect their child.

3. Complaints Process – Informal Stage

STEP 1: DEALING WITH CONCERNS AND COMPLAINTS INFORMALLY

The vast majority of complaints and concerns can be resolved informally. There are many occasions where concerns are resolved straight away through the class teacher or phase leader depending on the nature of the complaint. All complaints that are e-mailed to the school will be forwarded to the class teacher and appropriate Assistant Headteacher.

All parental concerns or complaints will be discussed at the weekly meeting of Senior Leaders to ensure that all complaints are dealt with in an appropriate manner and any follow-up actions are carried through.

Any administration complaints may be dealt with directly by the Business Manager.

If the first person cannot deal with the matter immediately she/he will make a clear note of the date, name, contact address or telephone number and the issue raised.

All staff will know how to refer to the person with responsibility for the particular issue raised by the parent and will later check to make sure the referral has been successful. Complaints made informally to governors will be referred to the appropriate member of staff.

The Headteacher may decide to deal with concerns directly at this stage.

If the concern relates to the Headteacher the parent is advised to get in touch with the Chair of Governors. The person dealing with the concern will make sure that the parent is clear what action or monitoring of the situation has been agreed. This will only be in writing if this is the best way of clarifying the issues.

If no satisfactory solution has been found, parents will be asked if they wish their concern to be considered further. If that is the case they will be given clear information about how to make a formal complaint and any independent advice available to them.

4. Complaints Process – Formal Stage

STEP 2: FORMAL COMPLAINT HEARD BY THE HEADTEACHER

Once a written request for the complaint to proceed to step 2 has been received, the following procedure will be followed:

The complaint will be acknowledged within 3 working days (term time only). The Headteacher (or designate) will acknowledge the complaint in writing giving a brief explanation of the school's complaint procedure and a target date for providing a response to the complaint. This will normally be 10 working days but if this is not possible a letter will be sent explaining the delay. The school will endeavour to solve all complaints as soon as possible to an amicable conclusion.

The Headteacher will provide an opportunity for the complainant to meet to clarify and supplement any information provided previously. The complainant, if they wish, may be accompanied by an appropriate person. The Headteacher may delegate the task of collating the information to another staff member but not the decision on the action to be taken.

The Headteacher (or designate) will investigate the complaint and will take statements from witnesses and those involved. The Headteacher (or designate) will keep written records of meetings, telephone conversations and other documentation.

Once the relevant facts have been established the Headteacher will then produce a written response or may wish to meet the complainant to discuss the matter directly.

A written response will include a full explanation of the decisions and the reasons for it. Where appropriate this includes the action the school will take to resolve the complaint. The complainant should be advised that should he/she wish to take the complaint further he/she should notify the Chair of the Governing Body within 5 weeks of the outcome letter.

Should the complaint be against the action of the Headteacher, the Chair of Governors should carry out all the step 2 procedures.

5. Complaints Process – Chair of Governors

STEP 3: FORMAL COMPLAINT HEARD BY THE CHAIR OF GOVERNORS

If the investigation carried out in step 2 fails to produce a resolution a written request for the complaint to proceed to step 3 should be made to the Chair of Governors.

The Chair of Governors will acknowledge receipt of complaint within 5 working days.

The Chair of Governors will then review the investigation into the complaint within a further 5 days in order to ensure that it has been carried out effectively.

The Chair of Governors will write to the complainant with the outcome of their review and ensure that the complainant and the person who dealt with the complaint in step 2 is informed of the outcome.

The complainant is offered escalation to Stage 4 if dissatisfied.

6. Complaints Process – Governors Panel

STEP 4: FORMAL COMPLAINT HEARD BY THE GOVERNOR'S COMPLAINTS APPEAL PANEL

Once a written request for the complaint to proceed to step 4 has been received, the following procedure will be followed:

The Clerk to the Governing body will write to the complainant to acknowledge receipt of the written request. The acknowledgement should inform the complainant that the complaint will normally be heard by three members of the school's Governing Body within **20 working days** of receiving the complaint. The letter should also explain that the complainant has the right to submit any further documents relevant to the complaint. These must be received in time for the documents to be received by all of the panel members.

The Clerk to the Governors should arrange to convene a Governor's Complaints Panel elected from members of the Governing Body.

The Chair of the panel will normally ensure that the complaint is heard by the panel **within 20 working days** of receiving the letter. All relevant correspondence regarding the complaint should be given to each panel member as soon as the composition of the panel is confirmed. If the correspondence is extensive, the chair of the Panel should prepare a thorough summary for sending to panel members.

The Chair of the Panel will write and inform the complainant, Headteacher, any relevant witnesses, and members of the Panel at least **10 working days** in advance, of the date, time and place of the meeting. The notification to the complainant should also inform him/her of the right to be accompanied to the meeting by an appropriate friend/advocate/interpreter. The letter will also explain how the meeting will be conducted and the complainant's right to submit further written evidence to the Panel.

If, during the meeting of the panel, either party wishes to introduce previously undisclosed evidence relating to this complaint, it is in the interests of natural justice to adjourn the meeting so that the other side has time to consider and respond to the new evidence.

The meeting will **allow for the following agenda**

- a) Introductions
- b) Complainant's verbal submission
- c) Questions from the Headteacher
- d) Headteacher's submission
- e) Questions from the complainant
- f) Brief summary by the complainant (no new information should be introduced)
- g) Brief summary by the Headteacher (no new information should be introduced)
- h) introduced)

The Chair of the Panel will explain to the complainant and the Headteacher that the Panel will now consider its decision, and a written decision will be sent to both parties within **15 working days**.

The complainant, Headteacher and other members of staff will then leave. Panel members may seek clarification from any of those involved at any stage of the meeting to aid them in reaching their decision.

The panel will then consider the complaint and all the evidence presented and:

- a) reach a unanimous, or at least a majority, decision on the complaint and
- b) decide upon the appropriate action to be taken to resolve the complaint and
- c) where appropriate, suggest recommended changes to the school's systems or procedures to ensure that problems of a similar nature do not happen again.

A written statement outlining the decision of the Panel will be sent to the Complainant and Headteacher.

What to do If I have a complaint -

