

Date approved :

Date to be reviewed:

Governor Name: _____ Signature: _____

King's Stanley Church of England Primary School Complaints Policy and Procedure

General Principles:

- This procedure is intended to allow you to raise a concern or complaint relating to the school or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure unless there are exceptional circumstances.
- To allow for a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, the school will not consider any complaint that was raised more than 3 months after the event.

Raising a concern or complaint

Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns, it may be appropriate to address them directly to the Headteacher (or to the Chair of the Governing Body, if the complaint is about the Headteacher).

If you are uncertain about whom to contact, please seek advice from the school office or the Clerk to the Governing Body.

Formal Stage

Stage 1:

If your concern is not resolved at the informal stage you must put the complaint in writing and pass it to the Headteacher (or to the Clerk to the Governing Body, for the attention of the Chair, if the complaint is about the Headteacher), who will be responsible for ensuring that it is investigated appropriately. A Complaint Form is provided to help you.

You should include details that might help the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement about what you hope might reasonably contribute to a resolution of the problem at this stage. Without this, it is much more difficult to proceed. **Please state if you would like a face-to-face meeting to discuss your concerns.**

Please pass the completed form, in a sealed envelope, to the Headteacher or to the Clerk to the Governing Body, as appropriate.

The Headteacher (or Chair) may invite you to a meeting to discuss your complaint and to seek a resolution. If you accept that invitation, a friend may accompany you if you wish to help you in explaining the nature of your complaint.

Stage 2:

If the Headteacher has been unable to resolve your complaint, the matter will be referred to the Chair of Governors. If your initial meeting was with the Chair of Governors (because it was about the Headteacher) and your complaint was not resolved, you should then refer your complaint to the Clerk to the Governing Body. The decision of the Chair of Governors will then be reviewed by the complaints panel (as part of the review process – see Stage 3, below). In any case, you should learn in writing, usually within 5 school days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

The Chair of Governors or complaints panel (as appropriate) may invite you to a further meeting to discuss your complaint and to seek a resolution. Again, if you accept that invitation, a friend may accompany you to help you explain the nature of your complaint. In any case, you should learn in writing, usually within 5 school days of your formal complaint being received, of the outcome.

If you are not satisfied with **the way in which the process has been followed**, you can request that the review panel of the Governing Body reviews **the process followed by the school** in handling the complaint. You must make this request in writing to the Clerk to the Governing Body, within 10 school days of receiving notice of the outcome and include a statement specifying any perceived failures to follow the procedure. The procedure described below will then be followed. A Review Request form is provided for your convenience.

Review Process

Stage 3:

A panel of three members of the Governing Body will conduct any review of the process followed by the school. This will usually take place within 10 school days of receipt of your request.

The Governors on the review panel will normally consider written submissions, but will sympathetically consider any reasonable requests to make oral representations.

The panel will first receive written evidence from the complainant of perceived failures to follow the procedure. The panel will then invite representatives of the school, (usually the Headteacher or the Chair of the Governing Body) as appropriate, to make a response to the complaint. The panel may also have access to the records kept of the process followed.

You, and the school representatives, will be informed in writing of the outcome, usually within 5 school days of the panel meeting. The matter will then be closed as far as the school is concerned.

If you believe that the Governing Body has acted illegally or arbitrarily in handling the complaint, then you may make representations to the Secretary of State for Education.

King's Stanley Church of England School Complaint Form

Please complete this form and return it to Headteacher (or Clerk to the Governing Body), who will acknowledge its receipt and inform you of the next stage in the procedure.

| | | | |
|----------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| Your name: | | | |
| Your address: | | | |
| Daytime telephone number: | | | |
| Evening telephone number: | | | |
| Email address: | | | |
| Relationship with school (e.g. parent of a child on the school's roll): | | | |
| Child's name (if relevant to your complaint): | | | |
| Please give concise details of your complaint (including dates, names of witnesses etc), to allow the matter to be fully investigated: | | | |

You may continue on separate pieces of paper, or attach additional documents, if you wish.

Number of additional pages attached:

Page 1 of 2 complaint form

What action, if any, have you already taken to try to resolve your complaint? (I.e. whom have you spoken with or written to and what was the outcome?)

What do you hope might reasonably contribute to a resolution of the problem at this stage?

Would you like to meet face-to-face to discuss your concern?

Signature:

Date:

School use:

Received by:

Date:

Acknowledgement sent by:

Date:

Complaint referred to:

| | | |
|-------|-------|-------|
| Name: | Role: | Date: |
| Name: | Role: | Date: |
| Name: | Role: | Date: |

Page 2 of 2 complaint form

King's Stanley Church of England School Tracking of Correspondence with regards to a complaint

| Date of Contact | Format of contact (e.g. phone call, email) | Name of person / people initiating contact | Name of person /people receiving contact | Summary of correspondence | Outcome/ details of planned response with dates |
|-----------------|--------------------------------------------|--------------------------------------------|------------------------------------------|---------------------------|-------------------------------------------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

King's Stanley Church of England School Complaint Review Request Form

Please complete this form and return it to the Chair of Governors (or Clerk to the Governing Body), who will acknowledge its receipt and inform you of the next stage in the procedure.

| | |
|---------------------------|--|
| Your name: | |
| Your address: | |
| Daytime telephone number: | |
| Evening telephone number: | |

Dear Sir/Madam

I submitted a formal complaint to the school on (Date):

My complaint was submitted to (Name):

and I received a response from (Name):

on (Date):

I have attached copies of my formal complaint and of the responses from the school.

I am dissatisfied with the way in which the procedure was carried out because:

You may continue on separate pieces of paper, or attach additional documents, if you wish.

Number of additional pages attached:

What do you hope might reasonably contribute to a resolution of the problem at this stage?

Signature:

Date:

School use:

Received by: _____ Date: _____

Acknowledgement sent by: _____ Date: _____

Complaint referred to:

| | | |
|-------|-------|-------|
| Name: | Role: | Date: |
| Name: | Role: | Date: |
| Name: | Role: | Date: |

Flowchart summary of KSP complaints procedure

Concern raised – heard by a member of staff

Issue not resolved

Issue resolved

End of Process

Informal processes

Stage 1: Complaint heard by Headteacher (or Chair of Governing Body, if about Headteacher)

- Complainant may be invited to a meeting by letter
- Complainant informed of outcome of investigation in writing

Issue resolved

End of Process

Formal Processes

Issue not resolved

Stage 2: Complaint heard by Chair of Governors (or complaints panel of Governing Body if about Headteacher)

- Complainant may be invited to a meeting by letter
- Complainant informed of outcome of investigation in writing

Issue resolved

End of Process

Issue not resolved

Stage 3: Review of process by review panel of Governing Body

- Complainant may be invited to a meeting by letter
- Complainant sent written acknowledgement of complaint
- Complainant sent letter confirming panel decision

Issue resolved

End of Process

Issue not resolved

Complainant given details of how to refer complaint to Department for Education