



Rosherville Church of England Primary Academy

*At Rosherville we embrace the Christian ethos, within a nurturing environment where everyone can
'ASPIRE, ACHIEVE AND ACCOMPLISH.'*

Complaints Procedure

Date	Review Date	Coordinator	Responsible Body
January 2016	January 2018	Headteacher	Local Governing Body

Introduction

We value our partnership with parents and would hope to be able to resolve all complaints informally through discussion and agreed actions where appropriate.

This document sets out the school's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If you have any concerns about the school or the education provided, you are encouraged to discuss the matter first with your child's class teacher at the earliest opportunity. The school considers any concerns very seriously and most problems can be resolved at this stage.

Please note that this procedure does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals, decisions about your child's special educational needs or grievances by or against staff. These are the subject of separate procedures, copies of which can be obtained from the school. All other complaints are handled by the school according to the arrangements below.

Aims and Objectives:

The school will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

Our Procedure Aims to

- Be easily accessible and publicised.
- Be simple to use and understand.
- Be impartial.
- Be non-adversarial.
- Allow swift handling with established time-limits for action and keeping people informed of the progress.
- Ensure a full and fair investigation by an independent person where necessary respect people's desire for confidentiality (some information sharing may be necessary to carry out a thorough investigation).
- Address all points of issue, providing an effective response and appropriate redress, where necessary.
- Provide information to the school's senior management team so that services can be improved.

Formal Complaints Procedure

Stage 1:

If you feel that a concern has not been addressed through informal discussion with the Class Teacher and you wish to have the matter formally investigated, this process begins with the completion of a complaints form, which is attached. If you would like help completing the form, the school will be happy to provide the assistance of someone unconnected with the complaint. The completed form should be returned to the Headteacher if the concern or complaint is under the Headteacher's responsibility or the Chair of Governors if the concern or complaint is under the Governing Body's responsibility. The complaint form should be returned to the school office, marked Confidential, for the attention of either the Headteacher or Chair of Governors as appropriate. **The Headteacher or Chair of Governors will acknowledge in writing receipt of the complaint form within three working days after receiving it and will enclose a copy of the school's complaints procedure with the acknowledgement.**

Headteacher's responsibility investigated by the Headteacher or a senior member of staff nominated by the Headteacher:

- the day-to-day running of the school.
- the interpretation of school policies.
- the actions or inactions of staff at the school.

Governing body's responsibility investigated by the Chair of Governors or governor nominated by the Chair of Governors:

- school policies as determined by the Governing Body.
- the actions or inactions of the Governing Body.
- the Headteacher.

Stage 2

If the concern or complaint has been investigated by the Head teacher, Stage 2 of the formal procedure will begin with the complaint form being passed to the Chair of Governors or nominated complaints governor to review whether the complaint has been properly dealt with. If the concern or complaint has been investigated by the Chair of Governors, the complaint form passes to the Governing Body.

If the complaint is a staff disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, but we will not be able to tell you which procedure or the final outcome.

Stage 3: Review by the Secretary of State for Education

The legislation that gave the LGO jurisdiction over complaints about Kent Maintained schools has been repealed. From 1 August 2012 parents in Kent can complain to the Secretary of State for Education if they have exhausted the school's own procedure and feel that their complaint remains unresolved.

Stage 3 The Secretary of State

- 4.1 If a complainant wishes to go beyond the governors' complaints panel, they should be advised to contact the Secretary of State for Education. More information is available at www.education.gov.uk/schoolcomplaints.

Monitoring and review

The Governing Body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all formal complaints received by the school and records how they were resolved. Governors examine this log on a bi-monthly basis and consider the need for any changes to the procedure.

Additional guidance

Additional guidance can be found in the Appendix Managing Parental Complaints Guidance for Governing Bodies.

Complaint/Concern under Head Teacher's Responsibility

Concern - Informal

Please raise your concerns with your child's classroom teacher, who will try and resolve the issue.



Unresolved ?



Resolved - No further action



No.

Formal – Stage 1

You will be given copies of the complaints procedure and complaint form and offered support in completing the form. You will have 3 days to complete and return the form.



Formal – Stage 1

Form received by school

Is complaint about areas of Head Teacher's responsibility or Governing Body's responsibility?



Head Teacher's responsibility –

Head Teacher deals with matter or designates senior member of staff and writes to you with the outcome of the process within 10 working days of receiving the complaint



Resolved?



Yes. No further action



No. Complainant wishes to move to Stage 2 of the procedure and notifies the school in writing within 10 working days.



Formal – Stage 2

Complaint form passes to the Chairman or nominated complaints governor to review whether the complaint has been properly dealt with



Resolved?

Yes. No further action



No. Complainant is given copy of Procedure for Governing Body Complaints Panel Hearing. A governor complaints panel is set up to consider the complaint within 10 working days of the complaint being passed to the Governing Body. It consists of 3 governors, with no prior knowledge of the complaint, who will consider written and verbal submissions from the complainant and the Head Teacher



The panel meets to consider the complaint and make a final decision on behalf of the Governing Body.



Panel writes to complainant with its conclusion within 5 working days of the meeting



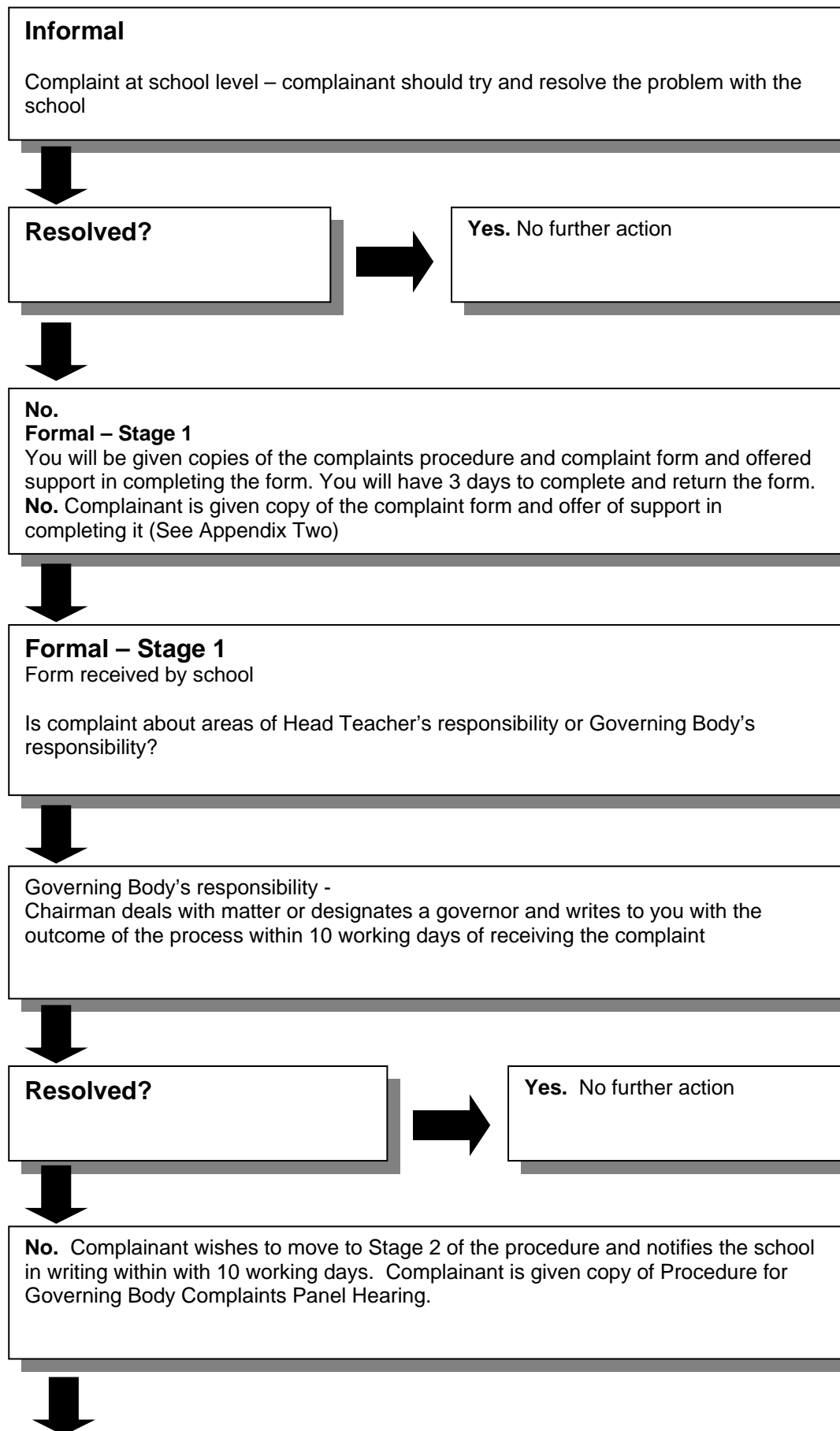
Resolved?

Yes. No further action



No. The complainant may decide to write to the Local Government Ombudsman, if they feel the school has acted unreasonably or not followed the correct procedures

Complaint/Concern under Governing Body's Responsibility





A governor complaints panel is set up to consider the complaint within 10 working days of the complaint being passed to the Governing Body. (See Procedure for a Governing Body Complaints Panel hearing). It consists of 3 governors, with no prior knowledge of the complaint, who will consider written and verbal submissions from the complainant and Chairman of Governors (or designated governor)



The panel meets to consider the complaint and make a final decision on behalf of the Governing Body.



Panel writes to complainant with its conclusion within 5 working days of the meeting

Yes. No further action



Resolved?



No. Stage 3 The Secretary of State

4.1 If a complainant wishes to go beyond the governors' complaints panel, they should be advised to contact the Secretary of State for Education. More information is available at at www.education.gov.uk/schoolcomplaints

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Complaint Form

Please complete and return to the School Office, marked confidential for the attention of the Executive Headteacher or Chair of Governors.

Your name:

Child's name:

Your relationship to the child:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

Headteacher:	D. Williams	Date:	February 2016
Chair of Governing Body:	Jean Craig	Date:	February 2016
To be Reviewed by:	FGB	Date:	February 2019

