



**Repton Manor Primary School**

## **Complaints Procedure**

<b>Agreed by the governing body on:</b>	<b>08</b>	<b>12</b>	<b>2015</b>
<b>Review Date:</b>	<b>Dec 2018</b>		
<b>Signed: Wayne Wills</b>			
<b>Chair of Governors.</b>			

### **Note:**

Under the Education Act 2002, all schools were required to implement a complaints procedure. Under section 2 of the Apprenticeship, Skills, Children and Learning Act in 2009 this provision is being amended and complaints still dissatisfied after the Governing Body have dealt with a complaint may now take their complaint to the Ombudsman. The law also requires the procedure to be publicised.

The guidance does not cover those matters already provided for by existing statutory procedures, which include:

- Admissions to schools
- Child protection
- Collective worship
- Curriculum – including public examinations, school records on individual pupils etc
- Exclusions
- Grievances by or against staff
- Racial Incidents
- Special educational provision

A complaint can be made by any parent (or person deemed to have parental responsibility) or pupil of a school. They can complain where they feel they have been caused an injustice as a result of an act or omission of a “prescribed function” of a Headteacher, or an act or omission of the Governing Body. It is therefore in everyone’s interest that complaints about our school are resolved at the earliest possible stage. The experience of the first contact between the complainant and the school can be crucial in determining whether the complaint will escalate. To that end, the school must be clear about the procedures they will apply when they receive a complaint.

## REPTON MANOR PRIMARY SCHOOL

### COMPLAINTS PROCEDURE

#### Aims and Objectives

The school consider any complaint carefully and deal with them in a timely, fair and honest way. We give every opportunity for discussion about the complaint and aim to resolve it through open dialogue and common understanding.

#### Our Procedure Aims to

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

#### Formal Complaints Procedure

##### Stage 1

If you feel your concern has not been addressed properly through informal discussions with the member of staff concerned, you should then approach a member of the Senior Leadership Team. If still unresolved to your satisfaction after that, you may wish to invoke this procedure.

This begins when you complete a 'Complaints Form', which you will find on pages 6 and 7 of this procedure. If you would like help completing the form, the school will be happy to provide someone unconnected with the complaint to do that.

Return the completed form, to the school's office, in a sealed envelope addressed to The Headteacher and marked 'Confidential'. You must return it within **three working days**. The Headteacher will give you a written receipt for the complaint form within **three working days** after receiving it. The acknowledgment will include a copy of the school's complaints procedure.

After looking into your concern or complaint, the Headteacher will write to you again, **within 10 working days**, and detail the results of the investigation. If the complaint remains unresolved to your satisfaction you should write to the school again (**within 10 working days** of dated response from Headteacher) and state the reasons. When the school receive this, Stage 2 of the formal procedure will begin.

## Stage 2

Your 'Complaint Form' is then passed to the Chair of Governors who will acknowledge receipt **3 working days** from receipt of the complaint and endeavour to review **within 10 working days**. Where this isn't possible the Chair of governors will keep the complainant informed.

The purpose of the review will be to reconsider and resolve the complaint by reviewing written submissions by the complainant together with submissions from the Headteacher. It will also ensure Stage 1 of this policy has been carried out correctly. The review may be made by the Chair of Governors alone or in a paired review as the chair sees appropriate to the complaint. Should the complaint require a panel review the chair will ask the school to liaise with the complainant as to timing and venue of the panel review.

The review may decide the complaint is a disciplinary or capability issue involving a member of staff. If this is the case, the complainant will be informed but will not be told which procedure it comes under or the results.

The Chair of governors will issue a letter confirming the decision within **10 working days** of the review. If it is not possible to investigate the complaint in this time, the complainant will be notified in writing within **3 working days**.

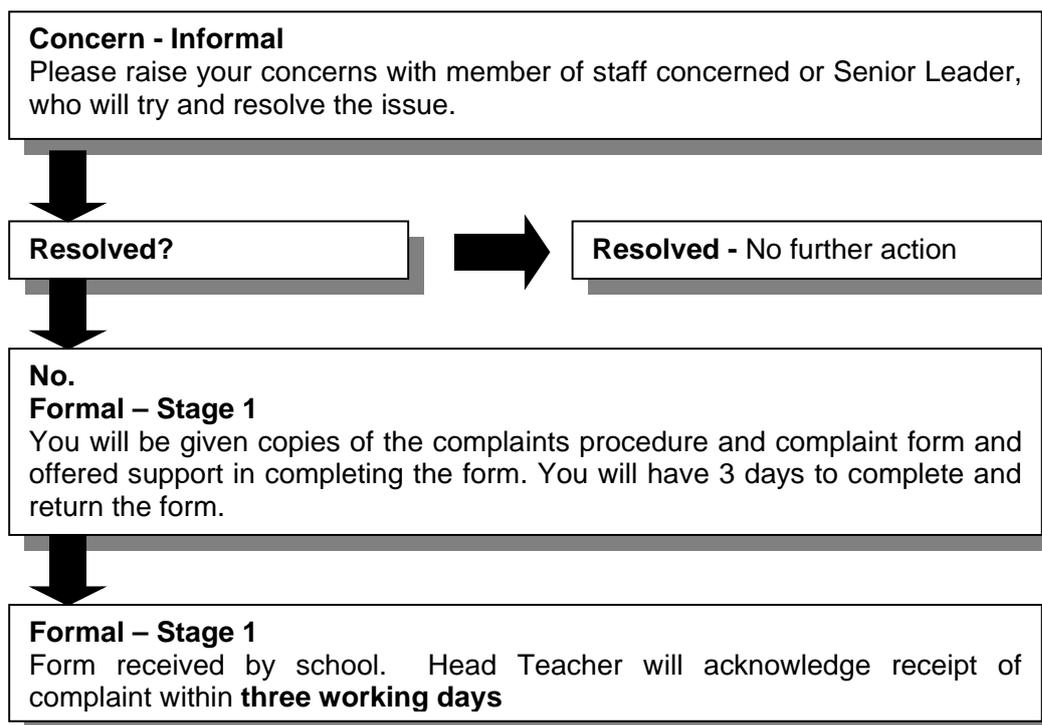
## Monitoring and Review

To ensure the school are dealing with complaints properly, the Governing Body check this procedure yearly. As the Headteacher logs all formal complaints received by the school and records the results, the Governing Body examine the log and considers the need for any changes to the procedure with a three year review of the complaints procedure policy overall.

## Availability

A copy of this procedure is available to all parents on request.

## Formal Complaint or Concern Procedure

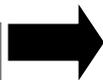




**Headteacher's responsibility –**  
Headteacher deals with matter (or designates a senior member of staff) and writes to you with the outcome of the process within 10 working days of receiving the complaint



**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**  
Complainant is given copy of the Procedure for Governing Body review along with acknowledgement of receipt of complaint within 3 working days of receipt. The Chair of Governors to consider the complaint within 10 working days of the complaint being passed to the Governing Body, the Chair of Governors must have no prior knowledge of the complaint, who will consider written submissions from the complainant and the Headteacher.



The Chair of Governors will consider the complaint in the prescribed format as best suits the complaint and make a final decision on behalf of the Governing



Chair of Governors writes to complainant with conclusion within 10 working days of the review. If the review takes longer than 10 days the complainant will be notified within 3 working days.

## Repton Manor Primary School Complaint Form

Please complete and return in a sealed envelope to the School Office, marked for the confidential attention of the Head Teacher/Chair of Governors.

Your name:
Pupil's name:
Your relationship to the pupil:
Address:  Postcode: Day time telephone number: Evening telephone number: Mobile 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?

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

Signature:

Date:

For official use:

Date acknowledgement sent:

By whom:

Complaint referred to:

Date: