

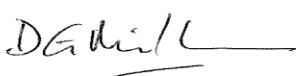


Sheldwich Primary School

Little Hedgehogs Pre-School

Complaints Policy

Policy reviewed by	SLT
This policy was approved by the Board of Trustees on	September 2023
Next review date	September 2026

Signed  -----

Chair of Trustees

Signed  -----

Headteacher



Sheldwich Primary School & Little Hedgehogs Pre-School



Complaints Policy

Introduction

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The complaints process

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress. If a parent still has concerns, they should make an appointment with the Key Stage Manager to discuss the matter.

Where a parent feels that a situation has not been resolved through contact with the class teacher and Key Stage Manager, or if their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher depending on the severity of the situation. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

Only if an informal complaint fails to be resolved should a formal complaint be made to the Chair of Trustees. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Trustees, via the Clerk. The Headteacher will inform the parent/carer of their right to do this if they have stated that they are not satisfied with the 'informal' steps taken.

If a parent has a complaint concerning the Headteacher, or feels that their concern has not been dealt with satisfactorily, they should complain to the Chair of Trustees in the first instance. The complaint must be made in writing, stating the nature of the complaint and how the school have handled it so far. The parent should send the written complaint to the Chair of Trustees via the Clerk.

The Chair of Trustees will arrange to meet the parent(s) to investigate the complaint, normally involving the Headteacher in the meeting, this meeting to be held within 10 working (school) days. The complaint will be thoroughly investigated and proposals to resolve matters will be discussed and an appropriate action plan agreed. In exceptional circumstances the Chair of Trustees may decide it would be inappropriate to involve the Headteacher in the initial meeting and will separately interview the Headteacher.

If the complaint is still not resolved the formal letter of complaint and the notes of the Chair of Trustees's meeting will be directed to the 'Discipline and Grievance Committee' without discussion. The committee must consider all written complaints within 15 working (school) days of receipt. Members of the committee must have no prior knowledge of the complaint and may include Trustees from Graveney Primary School Academy. If appropriate, the committee will arrange a meeting with the complainant, so that she/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the committee consider their decision and inform the parent about it in writing. The committee do all they can at this stage to resolve the complaint to the parent's satisfaction.

If the complaint is still not resolved, a parent may make representation to the 'Appeals Committee' and thereafter the Education Funding Agency.

If you are not the parent/carer, then a complaint should be addressed to the Headteacher in the first instance and the procedures as detailed in this policy will follow on.

Reviewed by SLT: September 2023
To be reviewed: September 2026

Complaints Policy

If a parent or carer has a query or complaint the following procedures should be followed as detailed in the Complaints Policy.

