

Ravenhurst Primary School

Complaints Policy



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Complaints Policy

Introduction

At Ravenhurst Primary School we believe that our school provides a good education for all our children, and that the Head Teacher and other staff work very hard to build positive relationships with all parents and carers. However, the school is obliged to have procedures in place in case there are complaints by parents or carers. The following policy sets out the procedure that the school follows in such cases.

Aims and Objectives

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

How to share a concern- If a parent or carer 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.

What to do if the matter is not resolved through informal discussion

Where a parent feels that a situation has not been resolved through contact with the Class Teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head Teacher / Deputy Head Teacher. The Head Teacher / Deputy Head Teacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage. The Head Teacher / Deputy Head Teacher keeps a record of all interviews with parents and action to be taken, should they need to be referred to at a later date.

If a complaint goes to the Head Teacher / Deputy Head Teacher they will:

- Acknowledge receipt of complaint within 5 school days
- Aim to meet the parent or carer within 10 school days
- Write to complainant with the outcome of the investigation

Sharing a concern about the Head Teacher

Should a parent have a complaint about the Head Teacher, details should be addressed, in writing, to the Chair of Governors who is obliged to investigate it.

The Chair of Governors is Mrs Val Moore.

How to take the matter further

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing stating the nature of the complaint and how the school has handled it so far. The parent or carer should send the complaint to the Chair of Governors c/o Ravenhurst Primary School.

The Chair of Governors will acknowledge receipt of the complaint within 5 school days and provide a response to the parent or carer within 10 school days.

If the parent or carer is not satisfied with the decision of the Chair of Governors then the Chair of Governors must be advised.

Within 15 school days of the Chair of Governors being advised that the parent or carer is not satisfied with their response, a Governing Body Complaint Committee will meet to consider the case. The parent or carer will be invited to attend the meeting so they can explain their complaint in more detail. They will be given 7 school days notice of the meeting and may take a friend or other person to provide support at the meeting.

The Governors do all they can at this stage to resolve the complaint to the parent's or carer's satisfaction.

Within 7 school days of that meeting the parent or carer will be informed of the decision, the reasons for it and any action to be taken by the school. The decision of the Complaints Committee is final.

Sharing a concern about the Governing Body

Where a complaint is about the Governing Body this can be referred to the LA. If that fails to produce a satisfactory response it can then be referred to the Secretary of State.

Who to appeal to next

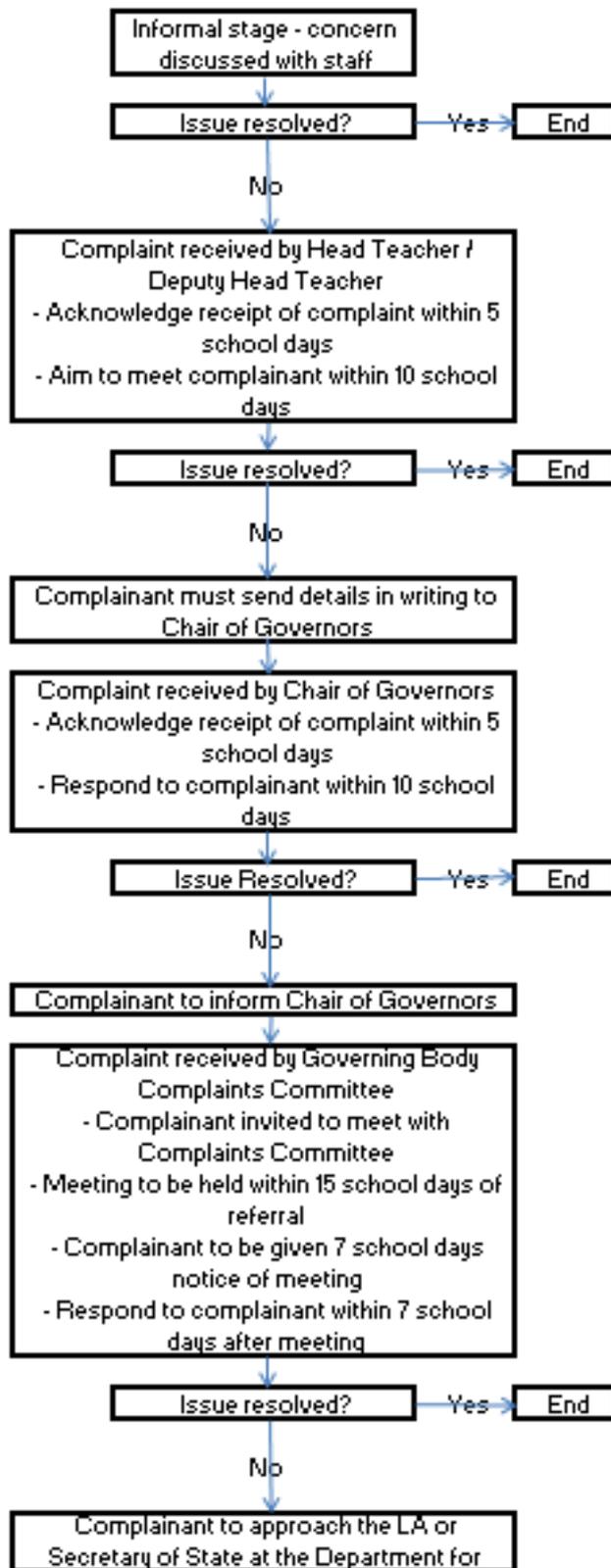
If the complaint is not resolved, a parent or carer may make representation to the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

If any parent or carer is still not content that the complaint has been dealt with properly, then they are entitled to appeal to the Secretary of State for Education.

Monitoring and review

The Governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head Teacher logs all complaints received by the school and records how they were resolved. Complaints are included as an Agenda item in the first full Governing Body meeting of each school year when the Governors will examine this log on an annual basis.

Appendix One - Complaints Process Flow



Glossary

Term	Explanation
School	Refers to Ravenhurst Primary School only
LA	Local Authority

Version Control

Change record

Date	Version	Status	Author	Change
20/02/2017	0.1	Draft	Updated from existing school policy	First Draft
07/03/2017	1.0	Approved		Approved by Head Teacher & Governing Body
01/05/2018	1.1	Draft	Governing Body	Removal of all references to Formal Complaint Form, complaints must be put in writing but form no longer needs to be used. Page 3 - correction to the Chair of Governors name Complaints Process Flow - 'heard' changed to 'received'
03/07/2018	2.0	Approved		Approved by the Head Teacher & Governing Body

Approval

Name	Position	Date
Nikki Webb	Head Teacher	03/07/2018
Val Moore	Chair of Governors	03/07/2018