



## **Our Christian Values**

God teaches us to forgive and always accept forgiveness

We receive the Christian way of life as a gift from God

We believe and trust in God who loves each one of us

We are all unique children of God

Whatever you wish that men would do to you do to them

We are all equally precious and loved by God

## **COMPLAINTS POLICY**

We welcome suggestions for improving our work in school. Be assured that, no matter what you want to tell us, our support and respect for your child will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we receive from parents in addressing any problems that arise.

We receive very few complaints. Problems sometime arise from misunderstandings which are easily addressed. Most concerns and complaints can be sorted out quickly by speaking to your child's class teacher. When parents and teachers treat each other with mutual respect and support, this provides a very good role model for all our children

### Introduction

We believe that our school provides a good education for all our children, and that the headteacher and other staff work very hard to build positive relationships with all parents. However the school must have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school will follow in such cases.

## Aims & 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 procedure

### a) Sharing a Concern

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.

### b) If the Matter cannot be solved 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 headteacher. The headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

### c) 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 should send this written complaint to the Chair of Governors.

The governing body must consider all written complaints within three weeks of receipt. It takes into consideration the complaints process and looks at how the school has approached it. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days notice of the meeting.

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

### d) Who to Appeal to Next

If the complaint is not resolved at school level, a parent may make representation to the Secretary of State where 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. Further information about this process is available from the school or from the Local Authority.

e) Sharing a Concern about the Headteacher

Should a parent have a complaint about the headteacher, s/he should write to the Chair of Governors. They will do all they can to resolve the issue through a dialogue with the school and/or the Governing Body but if a parent is unhappy with the outcome they should follow procedures listed in the above paragraph - Who to Appeal to Next.

Monitoring and Review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis.

Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

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