



Complaints Policy

Date to Governors: Spring 2016

Review Date: Autumn 2018



Policy for dealing with complaints

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 as it can be 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 and guardians in addressing any problems that arise.

We receive very few complaints. Problems sometimes arise from misunderstandings which are easily addressed. Most concerns and complaints can be sorted out quickly by speaking with 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.

If, having spoken to the class teacher, you still have concerns, you should see the Head of School. They will investigate the problem and discuss the findings with you so that we can find a way forward together which serves the best interest of both the school and your child. In the unlikely event of the problem remaining unresolved you can put your complaint in writing and, if necessary, could subsequently refer it to the Chair of Governors.

The procedure to be followed in the event of a complaint being made is summarised in the following stages:

Stage 1: Informal Action

- Parents discuss concerns with the class teacher who records the concern.
- If the teacher is unable to deal immediately with the matter, a clear note of the concerns is made, including complainant's name, phone number and date, and the parent is contacted as soon as the matter has been investigated - which will be within 5 working days. The teacher will inform the Head of School at this stage.
- The teacher ensures that the parent/guardian is clear what action or monitoring of the situation has been agreed and this is recorded.
- If no satisfactory solution has been found, parents are asked if they wish their concern to be considered further. If this is the case the complaint is referred in writing to the Executive Headteacher, using the attached pro-forma.

Stage 2: Referral to the Headteacher

- The Executive Headteacher acknowledges the complaint in writing within 5 working days
- A meeting is arranged between the complainant, Executive Headteacher and class teacher to clarify and supplement any information given.
- The Executive Headteacher investigates further, interviewing witnesses as appropriate. If the complaint centres on a pupil, the pupil would normally be interviewed with a parent/guardian present or with a member of staff.
- The Executive Headteacher keeps written records of meetings, telephone conversations and other documentation.
- Once all relevant facts have been established, the Executive Headteacher responds. A written response will be sent within 15 working days of the Executive Headteacher receiving the initial referral.
- If the complainant is not satisfied, they are advised to write to the governing body

If the complaint is against the Executive Headteacher, the Stage 2 procedures are carried out by the Chair of the Governing Body.

Stage 3: Review by the Governing Body

- The Chair acknowledges receipt of the written complaint within 5 working days. The complaint will be investigated by a committee of three members of the School's Governing Body within 10 working days.
- The Chair arranges to convene a Complaints Panel elected from members of the Governing Body. The members should have no prior involvement with the complaint and they should elect a Chair for the committee. All documentation regarding the complaint should be given to the members of the committee as soon as possible.
- The Chair of the Committee will write and inform all concerned of the date, time and place of the meeting at least 5 working days in advance. The notification to the complainant should also inform



her/him of the right to submit further written evidence.

- It is the responsibility of the Chair of the Committee to ensure that a formally minuted written record is made of all meetings and that these are the only records kept.
- A meeting with the Complaints Committee and the complainant and a representative will take place within a further 10 working days.
- After the meeting, the Committee will consider the evidence and a written decision will be sent to the Executive Headteacher and the complainant within 10 working days

If the complainant is not satisfied by the end of Stage 3 Strathmore School will inform the LEA, as should the complainant.

Stage 4: Beyond the Governing Body

Complaints can be taken to the Secretary of State for Education under Education Act 1996 on the grounds that a Governing Body or Academy Trust is acting or proposing to act unreasonably or has failed to discharge its duties under the Act.



Strathmore School Complaint Form

Please complete this form and return it to Executive Headteacher/Clerk to Governing Body, who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school's roll):

.....

Pupil's name (if relevant to your complaint):

.....

Your Address:

Daytime telephone number:

Evening telephone number:

Please give concise details of your complaint, (including dates, names of witnesses etc...), to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional paperwork, if you wish.

Number of additional pages attached =



What action, if any, have you already taken to try to resolve your complaint? (who have you spoken with or written to and what was the outcome?)

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

Signature:

Date:

School use

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			