



# Complaints Procedure

'In these stone horizons sing'  
(Gwyneth Lewis, Welsh poet)



## **Introduction**

Maybury Primary School is committed to providing the best education for our young people and want our pupils to be healthy, happy and safe and to do well. We recognise the importance of establishing and maintaining good relationships with parents, carers and the wider community. We are aware that there may be occasions where people have concerns or complaints and the following procedure sets out the steps that should be followed in order to resolve these as quickly and informally as possible.

The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means
- Be simple to use and understand
- Be non-adversarial
- Provide confidentiality
- Allow problems to be handled swiftly through the correct procedure
- Address all the points at issue
- Inform practice so that the problem is unlikely to recur

## **General Principles**

These procedures are intended to allow those with and without children in the school to raise a concern or complaint relating to the school, or the services that it provides

An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.

To allow for a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event being complained of, will not be considered.

## **This complaints procedure consists of 3 stages:**

- Informal – a meeting with the complainant
- Formal-the complaint is put in writing
- A panel hearing

### **Stage 1- Informal Stage**

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person **by appointment**. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

Written complaints will only be considered when hand written on the form provided (Appendix 1).

In the case of serious concerns it may be appropriate to address them directly to the Headteacher (or to the Chair of the governing body, if the complaint is about the Headteacher).

Where the first approach is made to a governor, the governor must refer the complainant to the appropriate person and advise them about the procedure. It is important that all stages of the complaints procedure are followed.

If you are uncertain about who to contact, please seek advice from the school office.

## **Stage 2 – Formal Stage**

If your concern or complaint is not resolved at the informal stage you must put the complaint in writing and pass it to the Headteacher, (or to the Clerk to the Governing body, for the attention of the Chair, if the complaint is about the Head Teacher) who will be responsible for ensuring that it is investigated appropriately.

Written complaints will only be considered when hand written on the form provided for this purpose (Appendix 1).

You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Headteacher or the Clerk to the Governing body, for the attention of the Chair, if the complaint is about the Headteacher). A receipt will be issued on request. You will be informed within 10 working days of receiving your complaint as to how the school intends to proceed and the anticipated time scale.

Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion. The Headteacher (or Chair of Governors, if the complaint is about the Headteacher) may invite you to a meeting to clarify your concerns and to explore the possibility of a resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

It is possible that your complaint will be resolved through a meeting with the Headteacher (or Chair of Governors if the complaint is about the Headteacher).

## **Stage 3 – Panel Hearing**

If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school in handling the complaint. Any such request must be made in writing to the clerk to the governing body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. The request must be made on the attached form (Appendix 2) within 10 working days of receiving the written conclusion or attendance at a meeting at Stage 2.

The school will respond within 10 working days of receiving this request and will inform you of the anticipated time scales. Any review of the process followed by the school will be conducted by a panel of 3 members of the governing body.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

The panel will first receive written evidence from the complainant.

The panel will then invite representatives of the school (Usually the Head Teacher or the Chair of the governing body panel that has considered the matter), as appropriate, to make a response to the complaint.

The panel may also have access to the records kept of the process followed.

Following the panel hearing you will be informed of its decision, in writing, within 5 working days. The matter will then be closed as far as the school is concerned.

### **Review Process**

If you are not satisfied with the manner in which your complaint was handled you may submit a complaint to the EFA (Education Funding Agency).

Policy reviewed and revised May 2015

Adopted by Governors: July 2015

Review Date: June 2017



## Appendix 1

### Complaint Form

Please complete this form and return it to the Headteacher (or Chair of Governors), who will acknowledge its receipt and inform you of the next stage of the process

**Your Name**

**Relationship with school (e.g. parent of a pupil on the schools 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 documents, if you wish

**Number of additional pages attached**

**What action, if any, have you already taken to try to resolve your complaint?(ie 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:**

<b>Complaint referred to:</b>			
<b>Date:</b>			



## Appendix 2

### Complaint Form to Panel

Please complete this form and return it to the Headteacher (or Chair of Governors) who will acknowledge its receipt and inform you of the next stage in the procedure.

**Your Name:**

**Your Address:**

**Daytime telephone number:**

**Evening telephone number:**

**Dear**

**I submitted a formal complaint to the school on ..... and am dissatisfied with the outcome.**

**My complaint was submitted to ..... and I received a response from ..... on .....**

**I have attached copies of my formal complaint and of the response(s) from the school.**

**I am dissatisfied with the outcome because:**

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



**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:**

<b>Request referred to:</b>			
<b>Date:</b>			



