

Complaints Policy

The Raglan Junior School

Ratified by the Governing Body - November 2009

From time to time, parents and others connected with the school will become aware of matters which cause them concern. To encourage resolution of such situations, the governing body has adopted a complaints procedure.

The governors will regularly draft and review this policy and procedure for complaints to ensure that the whole school community understands its use. The procedure is devised with the intention that it will: -

- Encourage resolution of concerns and problems by informal procedures
- Be simple and easy to understand
- Be non-adversarial
- Treat complaints confidentially
- Allow problems to be handled swiftly
- Address all points at issue
- Inform future practice so problem is unlikely to recur
- Reaffirm the partnership between parents, staff and governors as they work together for the good of the school
- Make clear arrangements for parents to be able to communicate with staff
- Ensure that the school's attitude to a pupil would never be affected by a parental complaint
- Discourage anonymous complaints
- Actively encourage strong home/school links
- Ensure that all staff have opportunities to discuss and understand the school's response to concerns and complaints made by parents
- Ensure that any personal complained against has equal rights with the person making the complaint
- Regularly the system for monitoring concerns and complaints received by parents

Full details of the procedure are published in a back-to-back leaflet outlining the preliminary procedures followed by formal written complaint procedures.

Wish to raise a concern or preliminary complaint about the school?

From time to time things can and do go wrong. The first person to approach is your child’s class teacher. Ask for a quick word as quickly as possible. Don’t let issues fester, speak regularly with the teacher – a timely and quiet word often brings a quick resolve! Communicate by speaking, telephoning, emailing or writing – as you prefer. If a matter continues or is particularly serious, please arrange to speak with a Senior Teacher and if after this if the matter remains unresolved, an appointment should be sought with the Deputy Head. The Headteacher is the last line of problem solving but will be informed of any action his senior staff are taking; senior staff act with the authority of the Head.

The preliminary procedures below will need to be exhausted before moving to the Formal Written Complaints procedure on the next page. Rarely, when a matter has not been resolved at formal stage step 1 to the Head, the Chair of Governors is involved at step 2 and if that fails you may refer the complaint to the complaints committee whose decision is final. The tables in this leaflet will explain the procedures which will be followed. Governors should not be involved at any stage before this as they are not responsible for the day-to-day running of the school.

When raising concerns, we require that you keep calm and polite at all times, there are ground rules governing acceptable conduct from parents and staff. Please try to be objective and be careful if making allegations. We also require that when an issue is brought to our attention that it is left for the School to resolve. We shall keep you informed of agreed outcomes. Tips for resolving complaints effectively: remain calm; stay polite; never raise voices; ask questions ; avoid assumptions; look for solutions

PRELIMINARY Procedures	Complainant’s Action	School’s Action
Step 1	Communicate with Class Teacher – raise concern or complaint (Communicate either by speak directly, telephoning, writing or emailing)	<ul style="list-style-type: none"> •Informal discussion : Listen, discuss, explain, question, challenge, apologize •Decide how to proceed/ support/ Record Concern
Complaint Satisfied or	Not Resolved	Refer to head of year, move to next stage
Step 2	Communicate with Head of Year	
Complaint Satisfied or	Not Resolved	Refer to Deputy Head, move to next stage
Step 3	Communicate with Deputy Head	
Complaint Satisfied or	Not Resolved	Refer to Head, move to next stage
Step 4	Communicate with Head	Head attempt to resolve (or bypass to Formal Stage).
Complaint Satisfied or	Not Resolved	Head explains and refers to Formal Complaint Procedure.

Raising a FORMAL written complaint after other processes are exhausted.

FORMAL Procedures	Complainant's Action	School's Action
Formal Stage Step 1	Write Formal Written Complaint to Head by completing Formal Complaint Form (Annexe A).	<ul style="list-style-type: none"> Acknowledge Formal Written Complaint with in 2 school days and indicate response time (normally around 5 school days). Investigate and respond to parent.
Complainant Satisfied or	Not Resolved – forward original complaint and letter to Chair of Governing Body	Refer to Formal Stage 2
Formal Stage Step 2	Formal Written Complaint referred to Chair of Governing Body (Including copy of Annexe A).	<ul style="list-style-type: none"> If all steps in previous stage followed, Chair would undertake an investigation of the matters raised in the complaint. Chair informs complainant of Investigation and indicates response time (usually within 2 school days) Chair will: - <ul style="list-style-type: none"> Investigate/ speak with the head Consider meeting all parties/ try to resolve Respond to complainant – usually within 10 school days Decide whether to appoint other governors to assist and move to stage 3.
Complainant Satisfied or	Not Resolved – forward original complaint and letter to Clerk of Governing Body requesting Complaints Committee consider	Refer to Formal Stage 3
Formal Stage Step 3	Formal Written Complaint Referred to the Complaints Committee.	<ul style="list-style-type: none"> Clerk to setup meeting within 20 days giving 10 days' notice to relevant parties. Committee considers verbal and written submissions Complaints Committee's Decision is final and communicated within 2 school days. An appeal to check procedures have been followed is possible. And a legal right to request the Secretary of State for Education to check process.

Summary of Desired Timescales

Stage	Description	Response
Preliminary	Discussions with relevant senior staff and/or head	<ul style="list-style-type: none"> As soon as possible but no later than 7 school days
Formal Step 1	Written complaint to head	<ul style="list-style-type: none"> Acknowledge within 2 school days Response normally within 5 school days
Formal Step 2	Written complaint to chair of governors	<ul style="list-style-type: none"> Acknowledge within 2 school days Response normally within 10 school days
Formal Step 3	Complaints' Committee hearing	<ul style="list-style-type: none"> Hearing set up within 20 school days with 10 days' notice of meeting. Agenda and papers sent out 7 days in advance. Decision letter sent out within 2 school days.
Step 4	Review Process	<ul style="list-style-type: none"> Review of procedures as in line with Current Legislation and checked by Chair of Governors

Annex A

Formal Written Complaint Procedure Form

When we receive a concern or complaint, we aim to acknowledge its receipt within 2 school days and send a full or interim response within 7 school days.

Name of person making complaint:

Address:

Postcode:

Telephone (day):

Telephone (night):

Mobile:

What is your concern and how has it affected you?

Are you attaching any paperwork? Please list this below:

Have you discussed this with a member of staff before filling in this form? If so, who did you speak to and what was the response?

What would you like to happen as a result of making this complaint?

Signature:

Date:

The Borough's Parent Support Service may be able to assist you with completion of this form.