



# Complaints Policy

## 1 Introduction

- 1.1 We strive to provide a good education for all our children. Mr Stanyard (Head teacher) and all members of staff work very hard to build positive relationships with all parents & 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 procedures that the school follows in such cases.
- 1.2 If any parents are unhappy with the education or care that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.
- 1.3 We deal with all complaints in accordance with procedures laid down by the Local Authority (LA). If the school itself cannot resolve a complaint, those concerned can refer the matter to the LA.
- 1.4 All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

## 2 Aims

- 2.1 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. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## 3 The complaints process

- 3.1 If a parent is concerned about anything to do with the education that we are providing, they should, in the first instance, discuss the matter with their child's class teacher. In our experience most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress. They naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.
- 3.2 Where parents feel that a situation has not been resolved through contact with the class teacher, they should make an appointment to discuss the problem with a Phase Leader. For Foundation Stage and Key Stage 1 Mrs Wilson (Deputy Head teacher) or for Key Stage 2, Miss Ducker (Assistant Head teacher). At this meeting a written record of proposed outcomes and timeframes will be made and a review meeting will be planned.
- 3.3 Where parents feel that a situation has not been resolved through contact with the Phase Leader, they should make an appointment to discuss it with the Head teacher. The Head teacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.4 Should any parents have a complaint about the Head teacher, they should first make an approach to speak to the Vice-Chair of Governors (via the School Office), who will investigate it. The Vice-Chair of Governors will do all s/he can to resolve the issue through a dialogue with the school, but if parents are unhappy with the outcome, they can make a formal complaint, as outlined below.

- 3.5** 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 Mrs Julia Surman, via the school office.
- 3.6** The governing body must consider all written complaints within three weeks of receipt. It will arrange a meeting (minimum of 2 governors to be present) to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.
- 3.7** Following the meeting the governors will investigate the matter. The governors will inform the parent in writing of the outcome of the investigation. The governors will do all they can at this stage to resolve the complaint to the parent's satisfaction.
- 3.8** If the complaint is not resolved, a parent may make representation to the LA. Further information about this process is available from the school or from 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.
- 3.9** If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

#### **4 Monitoring and review**

- 4.1** The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head teacher will keep a record of complaints that are brought to the attention of the Assistant Head Teachers and Head Teacher. The Vice Chair and Chair will keep a record of all complaints brought to their attention. Governors review the records on an annual basis.
- 4.2** 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.
- 4.3** This policy is reviewed annually.

Bedford Borough Council  
Borough Hall  
Cauldwell Street  
Bedford  
MK42 9AP  
Tel: 01234 267422