

Date Approved: sept 2014
Next review Date: sept 2018

Wootton Lower School



Title: Complaints Policy (including complaints procedure)

Aims and objectives: From time to time, parents may naturally have concerns about an aspect of their child's education. Often those concerns will resolve themselves but on occasions parents may feel that the issue will need the School's help to be resolved. As partners in your children's education, the School wishes to work with you in the resolution of problems, aiming 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 and this policy is designed to show what steps may be taken.

Policy Into Practice:

Informal Stage:

If a parent has a concern they should, in the first instance, discuss the matter with their child's class teacher. It may be necessary for you to make an appointment at a time that is convenient to both of you. Please let the teacher know the nature of your concern when making an appointment so that they may investigate further on your behalf if necessary.

The purpose of the meeting should be to establish a solution or to agree a plan of action to resolve the concern.

In our experience, most matters of concern can be resolved positively in this way.

Stage 1:

If the meeting fails to resolve the issue then you should make an appointment to see the Head of School. The Head of School will normally make further investigations on your behalf and meet with you to suggest a workable solution. During the meeting the key issues would be written down by the Head of School and agreed with the complainant. On the conclusion of the investigation, the Head of School will write to the complainant with the outcome of the investigation. If the outcome of the investigation results in the implementation of staff disciplinary procedures, such procedures will remain strictly confidential.

Most complaints are normally resolved by this stage.

If you feel that the matter is not satisfactorily resolved, you may request a further meeting with the Head of School or the Head Teacher or consider making the matter the subject of a formal complaint. It is important that due procedure is followed with a view to seeking resolution to a concern or complaint.

Stage 2:

If the complainant is not satisfied with the manner in which the process has been followed or if the complaint is about the Head of School or Head Teacher then a full written complaint should be made to the Chair of Governors at the School's address. The Chair of Governors will write to you to confirm receipt of your letter and will investigate the matter fully and reply within a further five working days. In some circumstances, the Chair may ask another governor to carry out the investigation on their behalf.

The Chair will collect such other evidence as is deemed necessary and may interview other witnesses. The Head of school and Head Teacher will be provided with a copy of the complaint and any additional evidence presented by the complainant or collected by the Chair.

Monitoring and Review:

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly.

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 and carers, so that they can be properly informed about the complaints process.

This policy will be reviewed every year, or before if necessary.

Signed **Date**