



## **Maendy Primary School**

# **School Complaints Policy**

**Date of this review:** Autumn Term 2014  
**Date of next review:** Autumn Term 2015

**Signed:** .....  
**Chair of Governors**

**Date:** .....

## COMPLAINTS PROCEDURE

### Introduction

The purpose of this procedure is to provide a way for parents (either in their own right or on behalf of pupils), governors, members of the local community, or others to make a complaint relating to the School with confidence that it will be heard and, if well founded, addressed in an appropriate and timely fashion.

Separate procedures apply for some types of complaints, and this procedure should not be used for complaints concerning:

- Curriculum
- Additional Educational Needs
- Religious Worship
- Admissions
- Exclusions
- Staff Grievance, Capability, or Discipline
- Child Protection

Complaints under this procedure are dealt with in three stages. Appendix 1 summarises these in diagram form.

### Stage One - Teacher

In the first instance a complaint should normally be raised with the relevant teacher, although in some cases it may be appropriate to raise it directly with the Headteacher.

Where possible every effort should be made to resolve the complaint at this stage.

The complainant will be given the opportunity to meet with the teacher so that a decision is reached and conveyed to the complainant, usually within 10 school days.

The teacher will keep a record of the complaint and the decision reached.

If the complaint is not resolved to the satisfaction of the complainant, the teacher will inform the complainant that they may take the complaint to the Headteacher.

### Stage Two - Headteacher

A complaint will not normally move to stage two until it has first been considered at stage one, but may proceed straight to stage two if the headteacher thinks it appropriate.

At this stage the complaint should be put in writing. On receipt, the Headteacher will acknowledge the complaint in writing, provide information about the complaints procedure, and give a target date for a response, which will usually be within 10 school days.

The complainant will be given the opportunity to meet with the Headteacher and to be accompanied.

The Headteacher will have another person present to witness the discussion.

The Headteacher will convey his/her decision in writing to the complainant.

The Headteacher will keep a record of the complaint and the decision made.

### **Stage Three - Community Committee**

If the complainant is not satisfied with the outcome at stage two, and wishes to proceed to stage 3 s/he should notify the chair of governors in writing, giving details of the complaint. Receipt of the complaint will be acknowledged, usually within 5 school days.

Arrangements will be made for the complaint to be heard by a panel from the Community Committee of the Governing Body, usually within 15 school days of receipt of the complaint.

5 school days notice will be given in writing of the date of the hearing.

All parties to the complaint are entitled to provide written evidence to the hearing, and such evidence must be supplied in time to be sent out with the notice of the hearing.

All parties to the complaint may be accompanied or represented at the hearing by a person of their choice.

The procedure to be followed at the hearing is set out in appendix 2.

The decision made by the Committee will be conveyed in writing to the parties, usually within 5 school days, and is final.

### **Complaints about the Headteacher or Governors**

If a complaint concerns the Headteacher or governors the procedure is modified as follows:

- (a) A complaint against the Headteacher should be referred to the chair of governors.
- (b) A complaint against a governor or group of governors should be referred to the chair of governors.
- (c) A complaint against the chair of governors should be referred to the vice chair of governors.
- (d) A complaint against the whole governing body should be referred to the clerk to the governing body.

In all these cases the recipient of the complaint will notify the complainant as to how the procedure will operate.

Diagram of Complaints Procedure

Stage 1      Complaint raised with class teacher



Stage 2      If unresolved, complaint put in writing to Headteacher



Stage 3      If unresolved, complaint referred in writing to chair  
of governors, who arranges for it to be heard by panel  
of Community Committee.

**Procedure for Hearing of Complaint by the Community Committee**

1. The Complainant (or representative) explains their complaint and may call witnesses.
2. The Committee members may ask questions.
3. The Headteacher (or representative) explains the school's action and may call witnesses.
4. The Committee members may ask questions.
5. The Complainant (or representative) sums up.
6. The Headteacher (or representative) sums up.
7. Both parties withdraw whilst the Committee makes a decision, together with the Clerk.
8. The Chair of the Committee gives the decision to the parties, to be confirmed in writing, usually within 5 school days.

**This policy was introduced in September 2009**

**This policy will be reviewed annually**