

CHRIST CHURCH PRIMARY SW9 COMPLAINTS POLICY

Christ Church Primary School is committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our parents and other stakeholders. Therefore we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat as a complaint any clear expression of dissatisfaction with our service which calls for a response;
- We treat it seriously whether it is made in person, by telephone, by letter or by e-mail;
- We deal with it promptly, politely and, where appropriate, informally (ie by telephone);
- We respond in the right way - focusing on resolution and service review rather than blame;
- We learn from complaints, use them to improve our service, and publish information on complaints – ie in our governor's minutes.

You can make a complaint in writing, by e-mail, by telephone or in person (by appointment only). If you are writing or e-mailing your complaint please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by email is required and, if not, please provide a full postal address.

What happens next?

1. The Executive Headteacher, Head of School or designated senior member of staff will confirm receipt of the complaint within two working days and outline the timescale for full response, usually five days or less. In exceptional circumstances, this may extend to 20 days depending on the nature of the complaint. The Executive Headteacher, Head of School or appropriate designated member of staff will usually arrange a meeting with the parent so that all details may be covered.
2. That full reply will include details of who to contact next if you believe that your complaint hasn't been dealt with properly. This will normally be the Executive Headteacher or Head of School.
3. If the parent or other is still concerned, they should write to the Chair of Governors outlining the reasons for pursuing the matter beyond the Head of School's response and enclosing relevant paperwork. The same timescale will exist as at Stage 1. A log will be kept of complaints to the Chair of Governors by the Clerk to the Governors. The Chair of Governors will acquaint himself with the case and try to organise a conciliation process. The Chair must decide whether the issues:
 - are delegated to the Executive Headteacher by the governing body; or
 - fall within the governing body's remit only; or
 - are within the Executive Headteacher's terms and conditions of employment and relate to the internal organisation, management and control of the school.

For matters that are the Executive Headteacher's responsibility, the Chair of Governors is only employed to look at whether the Executive Headteacher's decision or action was reasonable in the light of the information available at the time.

4. In the rare circumstances that a parent or other is unhappy with the outcome, the Chair of Governors will offer the right to appeal to the governing body's complaints panel. This should be done in writing through the Clerk to the Governing Body.
5. Subject to paragraph 6 and 7 below the Executive Headteacher may be present at the meeting of the governing body or committee convened to consider a complaint.

6. Where the complaint chooses to attend in person, the usual order of proceedings shall be as follows:
 - a) The chairman of the governing body or committee will welcome the complainant, any representative and introduce those present
 - b) The complainant may, if he or she chooses, restate the nature of the complaint
 - c) The complainant may be asked questions by the governing body or committee and by the Executive Headteacher
 - d) The Executive Headteacher may be asked to make a statement to the governing body or committee regarding the matter complained of and may be asked questions by the governing body (or committee) or by the complainant
 - e) The complainant may, if he or she so chooses, summarise the complaint
 - f) The Executive Headteacher, complainant and any friend or representative they have brought will be asked to leave.
7. The governing body or committee shall consider the complaint at the meeting and any relevant information or factors. They shall only reach a decision after the Executive Headteacher and where relevant, the complainant and any friend or representative or either individual, have withdrawn. The governing body or committee shall decide;
 - To uphold the complaint; or
 - To investigate the complaint further
8. The clerk shall inform the complainant and the Executive Headteacher in writing within 5 school days of the decision reached by the governing body or committee under paragraph 6 and the reasons for the decision
 - If the complaint was upheld, or any action taken or proposed, including details of any request to those complaint against, to take particular actions to resolve the complaint;
 - Where the complainant is dissatisfied with action taken or proposed to remedy the complaint, he/she may wish to pursue the matter further with the Executive Headteacher, the governing body or the committee as appropriate
 - Where the governing body's response has failed to satisfy the complaint, the fact that further recourse lies in a complaint to the Secretary of State under section 68 or 99 or the 1944 Act which will be pointed out to the complainant.
9. Where under paragraph 7 the governing body or committee decides to investigate the complaint further, the clerk shall inform the complainant of the steps to be taken and of the progress made. Any subsequent meeting of the governing body or committee shall be subject to the provisions described above in so far as they are relevant.
10. The Secretary of State may require the governing body to make annual returns to the Department for Education giving the number of formal complaints dealt with and their outcomes. These returns will not identify individual complainants.

Approved by:

Date: January 2017

Next review date: January 2020