

## **Mundeford Community Infants School**

### **Complaints Policy & Procedure**



#### **Introduction**

This policy and procedure details how a parent or carer of a child at the school can raise a complaint concerning that child.

#### **Stage 1 - Discussion**

Any problem or concern should be raised promptly by the parent/carer with their child's class teacher or member of staff responsible for the relevant area. If this does not resolve the matter, it should be referred up by appointment to the next level of management, such as the deputy head, the SENCO, or the head teacher. All staff will make every effort to resolve the problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion with the relevant member of staff.

#### **Stage 2 - Written**

If the matter is not resolved satisfactorily by discussion, the concern should be raised by the parent/carer in writing to the headteacher as a complaint. It must be made clear that the matter is to be dealt with as a complaint. The headteacher will investigate the complaint and provide a written response. This will normally be within ten school days of receipt, and if more time is needed to complete the investigation, the complainant should be kept informed.

#### **Stage 2 - Chair of Governors**

If the complainant is not satisfied with the headteacher's response, she/he should write to the Chair of Governors who will investigate the complaint and, in most cases, seek to resolve the matter through discussion with the headteacher. At the end of this stage the Chair will provide the complainant with a written response. This stage will normally be completed within ten school days, with all parties being kept informed if more time is needed.

### **Stage 3 - Full Governing Body**

If the complainant is not satisfied with the Chair's response at the end of stage 2, the complaint can be referred to the full governing body by writing to the Clerk to the governing body.

The governing body will ask a small panel of governors (typically three including the vice-chair) to investigate the complaint. This will normally be arranged within fifteen school days of the complaint being received by the governing body, depending on the availability of all concerned. The complainant may be invited to speak to the panel at a meeting and be accompanied by one friend or representative. The panel may also call upon other parties to address them. After the panel meeting all appropriate parties will be advised of the outcome in writing. This will normally be within ten school days of the meeting.

For most complaints the decision of the governors is the last step in the procedure. Exceptions include those detailed as follows.

#### **The curriculum**

There is a specific procedure for complaints about the school curriculum and matters relating to it, including the provision of information and charges. In general these are dealt with in a similar way to other complaints. However, there are some specific differences:

- The complaint may be raised either to the LEA/Children's Services Authority or the governing body in the first instance.
- The complaint will be investigated by whichever of these is responsible for the matter complained about.
- The Governing body will inform both the complainant and the LEA/CSA of the outcome of its investigation.
- There is a right of appeal to the LEA/CSA, and then to the Secretary of State.

#### **The LEA/Children's Services Authority(CSA)**

In general, internal school matters are the responsibility of the school governing body. However, a complaint may relate to something which is the Local Authority's responsibility. The LEA and CSA provide advice to parents and schools on best practice

procedures for dealing with complaints. The LEA/CSA will, where appropriate, check to make sure that the complaint has been reasonably dealt with. Where required, LEA/CSA officers may play a role in helping schools to investigate and resolve particular complaints.

### **School admissions and exclusions**

Separate policies and procedures exist for these matters, and appropriate information is available from the school.

### **Special Educational Needs(SEN)**

There is a separate policy and procedure for SEN, and appropriate information is available from the school.

### **Complaints against school staff**

If the complaint amounts to or includes an allegation against a member of staff, this may need to be considered under the school's disciplinary procedure for employees, rather than the complaint policy and procedure. The complainant will be advised if this is the case.

### **Policy review**

This policy has been adopted by the governors and is approved annually by the full governing body at its first routine meeting of each academic year (usually in September). In the meantime it is reviewed as necessary by the owner of the policy and the head teacher, and any resultant changes other than minor clarifications or those of a typographical nature are brought to the attention of the governing body. The policies master record index (MRI) is updated to reflect the dates of the last and next review, and the owner of the policy.

**Reviewed Approved and Adopted as detailed in the current MRI.**