



Beardall Fields Primary and Nursery School

Complaints Policy

Introduction

The Education Act 2002 states that all schools should have a complaints policy which is made accessible to our parents. This will be published on our website.

Aims:

At Beardall Fields, the Head Teacher and all staff who work in school work very hard to build positive relationships with all parents. Problems that arise are usually resolved both quickly and informally. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

Summary of the Policy

- Level 1 – informal appointment with class teacher
- Level 2 – informal appointment with the Head Teacher
- Level 3 – formal complaint to the Head Teacher
- Level 4 – formal complaint requesting a Governors complaints panel

Level 1 – Informal

We believe that any concerns can be resolved the sooner they are addressed and this can be done informally. If you wish to discuss a concern with your child's class teacher arrange a time that is mutually convenient. Staff are on the playground both before and after school so this can be arranged straight away.

Level 2 – Informal

If you still feel that the issue has not been resolved with the class teacher then you should make an appointment to see the Head teacher. The Head Teacher considers any complaint very seriously and investigates each case thoroughly. It is hoped that most complaints can be resolved at this stage.

Level 3 – Formal

If a complaint has not been resolved through the informal levels 1 and 2 then you can make an official complaint. Parents/carers wishing to make a formal complaint must put it in writing to the head teacher. A letter template for writing a complaint is available from the website or office. The letter will set out clearly the issues which have previously been discussed and why the parent/carer considers the issue to be unresolved. The Head Teacher will acknowledge the written complaint immediately, consider the complaint and discuss a resolution with the complainant. The Head Teacher will respond to the complainant in writing within 10 school days of receipt of the letter.

Level 4 – Formal

If you feel that the issue has still not been resolved, or your complaint is against the Head Teacher, then a formal complaint can be made to the governing body. The complaint must be in writing,

stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint into school addressed to the Chair of Governors.

The Governing Body must consider all written complaints within 3 weeks of receipt. It arranges a meeting to discuss the complaint and invites the person making it to attend the meeting, so that he/she can explain the complaint in more detail. The school will give the complainant at least 3 days notice of the meeting.

After hearing all the evidence, the governors consider their decision and inform the parent in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.

What next?

If the complaint is still not resolved, a parent may take the complaint to the Local Authority. Further information about this process is available from school. A further meeting is chaired by an independent person, who considers all the evidence and makes a further attempt to resolve the complaint.

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.

Monitoring and review:

The Head Teacher logs all complaints received by parents and records how they were resolved. The Head Teacher will report this termly to the Full Governing Body.

Policy to be reviewed annually.

September 2017