

Stroud Green Primary School



Believe and achieve

Complaints Policy

Stroud Green Primary School, part of a richly diverse community, is a place where all children flourish in a safe, happy and stimulating environment.

Reviewed and Ratified by Governors on : Spring 2015

Date of Next Review: Autumn 2017

The following procedure has been adapted from the guidance provided by the London Borough of Haringey. This is not a disciplinary policy, but intended as a guide for how Stroud Green Primary and Rainbow Nursery deals with any complaints received.

The School's Complaint's Procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means;
- Be simple to use and understand;
- Treat complaints confidentially;
- Allow problems to be handled swiftly;
- Inform future practice so that the problem is unlikely to recur;
- Reaffirm the partnership between parents, staff and governors as they work together for the good of the pupils in the school;
- Ensure that the school's attitude to a pupil would never be affected by a parental complaint;
- Discourage anonymous complaints;
- Actively encourage strong home-school links;
- Ensure that all staff have opportunities to discuss and understand the school's response to concerns and complaints made by parents;
- Ensure that any person complained against has equal rights with the person making the complaint;
- Regularly review its system for monitoring concerns and complaints received from parents.

What is a complaint?

For the purpose of this policy a complaint is defined as 'an expression of significant or sustained dissatisfaction where a pupil, parent or carer seeks a specific action to address the issue'

The scope of complaints can be far reaching. However, not all complaints can be resolved within the school. For the following, there are statutory procedures to be followed:

- complaints against the curriculum
- admissions and appeals
- appeals against statements of special educational needs
- appeals about exclusions, and;
- complaints about public examinations

Discriminatory Incidents

In order to comply with the statutory requirements laid down in the Equality Act 2010, the school has a 'Race Policy'. Should the school receive a complaint

which is construed as a discriminatory incident, we will follow the procedures laid down in the school's Race Equality and Equal Opportunities Policy.

Expressing a concern: Notes for parents

If you have a concern we would like you to tell us about it so that we can talk with you and see how best to resolve your concern. The majority of concerns can be resolved informally by speaking to a member of staff.

After hearing your concern we will act as quickly as we can; we will let you know the timescale within which you will get a response.

Our procedure

Stage 1 – Informal

Please contact your child's class teacher, or other appropriate member of staff, and arrange a time when you can discuss your concern. It may be possible to give a response immediately, but where any investigation or information is required, a response will be given within five school days.

If the matter is not resolved to your satisfaction, you will have ten school days to take your complaint to Stage 2.

Stage 2 – The Headteacher's Investigation

This stage can be reached if the class teacher has been unable to resolve the problem, or if the complaint is about a teacher. At this stage the complaint will need to be recorded on the complaints recording form (see Appendix B). If the complaint is about the headteacher, the complaint will be directed to the Chair of the Governing Body.

Once all the facts have been established, the headteacher or Governing Body Chair (should the complaint be about the headteacher), will produce a written response to all parties involved. This will be done within 15 school days.

Stage 3 – The School Governing Body

If the complaint has not been satisfactorily resolved at Stage 2, you should write to the Chair of the Governing Body using the complaints recording form (see Appendix A). Copies of all previous letters etc should be included.

When the Chair receives a complaint, efforts will be made to resolve this informally. If however, this route is neither advisable or unsuccessful, the Chair will convene a Governing Body Complaints Panel. The complaints panel will be formed of 3 governors who have had no prior involvement in the complaint, they will listen to you, to the headteacher and, if appropriate, any others involved and

come to a decision. You may bring a friend to the meeting if you wish. The meeting will happen within 15 school days of the complaint being received. Following the meeting, the panel will reply to you within 15 school days of the meeting taking place, stating:

- whether the panel uphold the complaint, in full or in part;
- the redress the panel is recommending, if any;
- the reasons for their decision;
- how to take your complaint to the LEA if you are still unhappy.

Note: any complaint about the Governing Body should be directed to the LEA.

The table below summarises the procedure:

Stage	Description	Timescale for receipt of complaint	Time-limit for School's response
Informal Stage 1	Informal discussions with relevant member of staff and/or headteacher		As soon as possible but no later than 5 school days.
Formal Stage 2	Written complaint to headteacher (or Chair of Governors if complaint is about the headteacher)	Within 10 school days of receipt of response to Stage 1	Acknowledge within 2 school days. Response normally within 5 school days.
Formal Stage 3	Governors' Complaints' Panel Hearing	Within 10 school days of receipt of response to Stage 2	Hearing set up within 15 school days with 10 days notice of meeting. Agenda and papers sent out 7 days in advance. Decision letter within 2 school days.

In all cases if any stage in the procedure is likely to take longer than publicised, parents will be informed of new timescales and the reasons for delay. Written records will be kept of all complaints – formal and informal – including whether they are resolved at a preliminary stage or a hearing. The correspondence and records of complaints are to be kept confidential except where a body conducting

an inspection under Section 163 of the Education Act 2002 or Secretary of State requests access to the records or other documents involved in the complaint.