

Ashford CE Primary School



Complaints Policy

First agreed by Governing Body:
Revised and Updated:

January 2012
February 2014

Introduction

The Governing Body has adopted the procedure set out in Surrey County Council Guidance for responding to parental concerns. The guidance document for parents is called 'Responding to Concerns about Surrey County Council Schools'. It is available at the Surrey County Council Website (<http://www.surreycc.gov.uk/learning/schools/parents-school-advice-and-support/responding-to-parents-concerns> and http://www.surreycc.gov.uk/_data/assets/pdf_file/0007/725695/Responding-to-concerns-about-Surrey-County-Council-schools-Parents,-Carers-and-General-Public-Guidance-2013-2014.pdf). It should be noted that this procedure is not appropriate for complaints relating to:

- Pupil Exclusion
- Admission to School
- Child Protection/Safeguarding
- Home to School Transport
- Special Educational Needs

The procedure comprises four stages:

- Stage 1: Discuss a concern with a member of school staff.
- Stage 2: Consideration by the Headteacher.
- Stage 3: Consideration by a nominated Governor.
- Stage 4: Consideration by a review panel of the Governors.

The School's Specific Advice and Guidance for each stage

Stage 1

It is important that you attempt to resolve any difficulties in the first instance by discussing your concern with a member of school staff (usually the class teacher).

This may be an initial informal conversation with the appropriate member of staff and both parties should be clear as to the agreed actions and timeframes for resolution or a follow up conversation. If the issue remains unresolved, it may be necessary to arrange a formal meeting with the member of staff. The school advises staff to ensure notes are made at such meetings preferably by another member of staff invited to attend the meeting, and these should be shared with parents. These notes will be kept by the teacher unless the issue is escalated to Stage 2.

If you are not satisfied with the response you should make an appointment to discuss your concern with the Headteacher .

Stage 2

Any notes and correspondence relating to the escalated concern will be passed to the Headteacher, who will speak to the parents, appropriate members of staff and the relevant pupils as part of their investigation. The school advises the Headteacher to ensure notes are taken at meetings/interviews and if any other documentation is referred to e.g. school policies, Surrey CC guidance that a record of this is also kept. As with Stage 1, it is preferable for another member of staff to be invited to take notes, however it has to be a member of staff not previously involved in the concern raised. The Headteacher will respond in writing to the parents, however it is not possible to guarantee how long an investigation may take, once the Headteacher has understood the nature and complexity of the concern raised, they will agree with the parents an appropriate timeframe. If more time is needed the Headteacher will contact the parents as soon as possible to advise of any changes.

The school recognises how distressing and unsettling unresolved concerns are and therefore expect any preliminary investigation to be carried out as a matter of urgency, in line with the Surrey CC guidelines we would expect an initial response within ten school working days of acknowledgment of receipt of the concern.

Stage 3

If the Headteacher has investigated and are still not satisfied with the response, or feel that you have been unfairly treated, we would like you to indicate your concern. Please fill in all the sections of the attached complaint form and return it to the Chair of Governors, c/o the school address. You may provide a covering letter, but you will be required to complete the summary form in order for a nominated governor to investigate.

Please note that should the complaint refer to more than one incident, you should complete a separate form for each incident; this is to clarify individual responsibility and maintain confidentiality, should the case result in a formal hearing.

The Chair of Governors is responsible for nominating a governor(s) to investigate and it must be a governor who has not been involved in any way to date with the specifics of the complaint as it is essential they remain impartial and objective.

The Surrey CC guidelines give specifics of timings and guidelines on the process. However the Governing Body is free to allocate shorter or longer periods and will inform the complainant accordingly. The school expects the investigating governor(s) to keep notes of all meetings/interviews and relevant conversations as these may be needed to refer to in the event of escalation to stage 4.

Stage 4

Ashford CofE school does not have a shortlist of governors who may be selected to sit on a complaints panel, this is largely due to the fact that it is essential the nominated governors are objective and ideally have had no prior involvement with the complaint. The Surrey CC guidelines give specific details about setting up a hearing, however the school recognises where a complaint has taken on a personal aspect, in exceptional circumstances, it may be advisable for the governor's panel to hear each side's evidence separately.



Ashford Church of England Primary School

School Road, Ashford, Middlesex, TW15 2BW

Complaint Form – Confidential (when completed)

If you are not satisfied or feel that you have been unfairly treated, we would like you to indicate your concern.

It is, however, important that you attempt to resolve any difficulties in the first instance by discussing your concerns/complaint with a member of staff or the Headteacher at the school.

If you have tried this and are still not satisfied with the response then please fill in all the sections of this form and return it to the Chair of the Governing Body, c/o the school address.

Please note that should the complaint refer to more than one incident, you should complete a separate form for each incident; this is to clarify individual responsibility and maintain confidentiality, should the case result in a formal hearing.

Your name		
Your address		
Your telephone numbers		
Home	Work	Mobile
If applicable - Childs name and date of birth	Your relationship to the child	
Please give a brief description of your complaint		

When did you report the problem to the school?

To whom at the school did you report the problem?

What was the response?

Have you complained to the school about this before? YES / NO

If so, to whom and when?

What steps do you feel should have been taken by the school to resolve the matter?

What steps do you feel should now be taken by the school to resolve the matter?

Complainants Signature: _____

Date: _____

THIS SECTION IS FOR SCHOOL USE ONLY

Date form given/sent to complainant

Date form received by school

Complainants name

Complainants address

If applicable: **Childs name and d.o.b.**

Complainants Relationship to the child

Complainants Telephone numbers

Home

Work

Mobile

Nature of complaint

List of action taken to resolve complaint

Outcome of complaint

Date forwarded to Chair of Governors for action

Any other comments

If applicable: **Date forwarded to Stage 4**