



St Jude & St Paul's  
Church of England Primary School

# Complaints Policy

Date: February 2019

Lead: Headteacher

Committee: Curriculum Standards and Community

Review: Spring 2021

*'Bless us to encourage, love and learn'*

## 1. Introduction

1.1 Our school works hard to provide a good education for all our children and build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. This policy sets out the procedure that the school follows in such cases.

## 2. Aims and objectives

2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as quickly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## 3. The complaints process

### How to share a concern

3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

### What to do if the matter is not resolved through informal discussion

3.2 Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it Headteacher. This can be in writing (preferably on the school's complaint form, Appendix I), in person or by telephone. The complaint is then investigated. Most complaints are normally resolved at this stage.

### How to take the matter further

3.3 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint

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

The governing body must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that they can explain their complaint in more detail. The school gives the complainant 10 days' notice of the meeting.

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

Who to appeal to next

3.4 If the complaint is not resolved, a parent contact the Department for Education (DfE) School Complaints Unit. Further information about this process is available from the school or from the DfE.

4. Monitoring and review

4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis.

4.2 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

<b>COMPLAINT FORM</b>	
<b>St Jude and St Paul's Primary School</b>	
When we receive a written complaint, we aim to acknowledge its receipt within 3 school days and send a full or interim response within 10 school days.	
Name of complainant:	Name of pupil (if relevant):  Relationship to pupil (if relevant):
Address:	
Postcode:	
Telephone (day):	Telephone (evening):
What is your concern and how has it affected you?	
Are you attaching any paperwork? If so, please list below:	
Have you discussed this matter with a member of staff before filling in this form? If so, who did you speak to and what was the response?	
What actions do you feel might resolve the the problem at this stage?	
Signature:	Date:
<b>Please return this form to the Headteacher</b>	
<b>Office use only:</b> Date acknowledgement sent:	By whom:
Complaint referred to:..... on .....	