



PLAYLEARNACHIEVETOGETHER

Policy:

Complaints Policy

Approved by the governing body on.....

Play together, learn together, achieve together.

SPRINGVALE PRIMARY SCHOOL

Complaints Policy 2020



A Introduction

This policy was created after a period of consultation with relevant stakeholders within school. It has been formally adopted by governors and reflects our approach at Springvale Primary School.

B Aims and Principles

The policy is underpinned by the central aims of Springvale Primary and values held by the whole school community:

C Aims of the school

- Springvale is committed to promoting high standards of academic achievement for all learners in all subjects.
- As a school we will continue to develop and instil key life skills and values in our pupils.
- We will encourage positive relationships and communications between home, our community and the wider world.

In particular, Springvale School has an inclusive approach to our provision. Our aim is always to involve all our children and stakeholders in all areas of the curriculum and school life. In accordance with our **Disability Equality Scheme** we recognise that this may mean making special adaptations or arrangements from time to time for children with specific disabilities. We welcome the involvement of disabled adults in all areas of school life.

D GENERAL COMPLAINT PROCEDURE

The purpose of this policy is to outline the procedure to be followed in dealing with any complaint that may arise against a member of staff or as a result of any event or activity giving rise to concern.

The person responsible for managing complaints is: Mr Lee McClure, Headteacher

STAGE 1 – The first contact:

Guidelines for dealing with concerns and complaints informally for all staff.

There is an expectation that every effort will be made to resolve a concern/complaint informally before escalation to Stage 2 can be considered.

If anyone has a concern/complaint it may be registered either verbally or in writing. If the member of staff first contacted cannot immediately deal with the matter, they will make a clear note of the date, name, contact address, phone number and brief details of the concern/complaint. It is good practice to agree the written note of the complaint with the complainant. This information will be passed to the Headteacher at the earliest opportunity and recorded in the school's log. A parental concern proforma will be used to agree some follow actions and key dates.

An opportunity will be given to the complainant to discuss the concern/complaint with an appropriate member of staff or school leader, who will clarify the nature of the concern/complaint and the outcome required. The member of staff will liaise with the Headteacher who will identify the appropriate procedure and either conduct the investigation themselves, or nominate an appropriate colleague to do so. The Headteacher will communicate verbally with the complainant to ensure they are clear about what action or monitoring of the situation has been decided on, only putting this in writing if this is deemed the best way to make things clear.

If the complainant is not satisfied that his/her concerns have been adequately addressed and appropriate action taken, the complaint will proceed to Stage 2.

Stage Two – formal referral to the Headteacher or Chair of Governors.

If the complaint is about the Headteacher, or the Headteacher has been so involved as not to be impartial, the complaint must be put in writing and addressed to the **Chair of the Governing Body, Mrs K Thorogood** and sent to the school's postal address.

Otherwise:

The complaint should be submitted in writing to the Headteacher. (*Appendix 1 - Complaint Form should be used*). Help for the complainant can be obtained from the Local Authority on 01226770770 and ask for the Directorate of Childrens' Services.

Where the Headteacher has acted at Stage One, another senior member of staff may be designated to collect some of the information from the parties involved, or another senior member of staff may be nominated to be the lead investigator.

The complaint will be acknowledged in writing within **five school days**, giving the name of the person who will conduct the investigation and a target date for providing a response within **10 school days**.

The investigator may ask the complainant to meet with them to give extra information or to explain any information provided previously. Once all the relevant facts have been established, the Headteacher or designate will provide a written response.

The written response will include:

- a full explanation of the decision reached and the reasons for it.
- where applicable, what action the school will take to address the complaint and prevent recurrence.
- information on how and the timescale to request a review by the governing body, if not satisfied with the outcome.

If the response at Stage Two has not addressed the matter to a satisfactory resolution, then the complainant will move to Stage Three.

Stage Three - Governing Body review of the Headteacher's or Chair's investigation

A request to review a complaint investigation should be made in writing to the Chair of the Governing Body within **10 school days of the date of the outcome letter** and should give the reasons for requesting a review.

For example:

- a claim that material information was not taken into account in investigating the complaint.
- a claim that procedures have not been properly applied in handling the complaint.
- a claim that there has been an incorrect interpretation of Council or school policy.

You should provide as much detail as possible. If insufficient detail is given this may result in a delay, or a request being made for further clarification. The Governing Body will then nominate three members to form a Complaint Panel to review the complaint and any further documents submitted by the complainant. These must be governors who have had no prior involvement with the complaint.

A Complaints Panel hearing will be convened within **10 school days of receipt of the review request** and at the same time provide panel members with copies of all relevant correspondence and documentation.

The Complaints Panel can set time limits for both sides to present their case and for the length of the hearing overall. These will be communicated to everyone involved by the Clerk.

The complainant, the Headteacher and other witnesses will be given a minimum of **5 school days**' notice of the hearing. The complainant will be advised of their right to be represented by someone of their choice.

The outcome of a review may include:

- upholding the result of the original investigation.
- upholding the result of the original investigation, but making recommendations for improving practices.
- finding the complaint was justified and overturning the original decision.

The Chair of the Panel will notify the complainant in writing of the outcome of the review and of any action to be taken, within **7 school days** after concluding the review. The complainant will also be advised of any right of further appeal, e.g. Governors Appeal Committee, to the Local Authority, Secretary of State, or Local Government Ombudsman.

The Chair of the Panel will ensure that any required action is put in place.

E Unreasonable Behaviour by Complainants

If a complainant acts in an unreasonable manner, for example:

- taking actions that are out of proportion to the nature of the complaint.
- pursuing a complaint in an unacceptable manner by using threatening, intimidating or abusive language or behaviour.
- continuing to pursue a complaint once the complaints procedure has been exhausted.

The Headteacher/Chair of the Governing Body may inform the complainant that their behaviour is unacceptable and take any action appropriate to limit the impact of the complainant's behaviour on the School, its staff and its representatives. This could ultimately include limiting the complainant's contact with the School to written communication with a named individual unless in an emergency.

Appendix 1

School Complaints Procedure - Complaint Form

The personal data that you provide will be used for the purposes of investigating your complaint and for producing statistical data to enable the school's management to monitor the effectiveness of the school's complaint procedure. The information you give will be held securely and in confidence in line with our General Data Protection Regulation (GDPR) Policy.

Please complete and return to the Headteacher or Chair of Governors who will acknowledge receipt and explain what action will be taken.

(Mr/Mrs/Miss/ Ms/Other)

First Name:

Last Name:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

If the complaint relates to a pupil, please give:

Pupil's name:

And relationship to the pupil:

Please give details of your complaint.

**What action, if any, have you already taken to try to resolve your complaint?
(Who did you speak to and what was the response?)**

What would you like us to do to make improvements or put things right?

Are you attaching any paperwork? If so, please give details.

Signature: Date: