



Longwood Primary School



Complaints Policy and Procedure

Date	Review Date	Coordinator	Nominated Governor
January 2021	January 2022	SLT	Teaching and Learning

This policy explains what to do if parents, carers and members of the public need to make a complaint or raise a concern with the school

Aims

Longwood Primary school is committed to maintaining strong and productive partnerships with parents, carers, pupils and other members of our community. This policy describes the principles for complaint resolution and the procedure that will be followed when a concern or a complaint is raised.

Where any concerns are raised we aim to resolve these as quickly and as effectively as possible. Usually concerns that are raised can be resolved swiftly through daily communication between parents/carers and staff. However, for those situations where this is not the case, we have a more formal process to investigate and deal with complaints.

The difference between a concern and a complaint

A concern may be defined as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought”.

A complaint may be defined as “an expression of dissatisfaction however made, about actions taken or a lack of action”.

Responsibility for the Policy and Procedure

Organisation in school

If a parent/carer is concerned about anything to do with the education that we are providing at Longwood for their child, 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. These concerns need to be raised as soon as possible to ensure matters are resolved promptly.

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 contact with the head teacher via email (Headteacher@longwood.staffs.sch.uk) or the school office (office@longwood.staffs.sch.uk). All letters should be marked Private and Confidential. The head teacher considers any such complaints very seriously and investigates each case thoroughly.



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Most complaints are normally resolved at this stage.

Complaints that involve or are about the head teacher should be addressed to the Chair of Governors via the school office marked Private and Confidential- Informal Complaint. Complainants should not approach individual members of the board to raise a complaint as the Governors do not have the power to act on an individual basis.

Time Scales

To enable a proper investigation, concerns or complaints should be raised as soon as possible, usually within one month. Time limits for each stage are specified within the procedures.

Persistent Complaints

There will be occasions when, despite all stages of the complaints procedure having been followed, the complainant remains dissatisfied. The complainant will be notified in writing that the procedure has been completed and the matter is closed. Should the complainant write again on the same issue, then the correspondence may be recognised as persistent and there is no obligation on the school to respond.

Complaints Procedures

The complaints procedure provides an informal and formal route to resolve a complaint, in summary there are four stages:

Stage 1: Informal concern raised with a staff member (within a week)

Stage 2: Formal complaint raised with Head teacher (within a month)

Stage 3: Formal complaint raised with the Chair of Governors

Stage 4: Formal complaint raised with the appeal committee

Stage 1- Concern Raised

We hope that most concerns are resolved at an early stage via a conversation with the relevant member of staff. Appointments can be made via the school office.

The complainant will be kept fully informed of any actions put in place to resolve the concern. In most cases, it is anticipated that concerns will be resolved swiftly, generally within 10 school days. However, there may be circumstances where additional time to implement and review any action that may be required. In these circumstances the complainant, will be informed and a new time limit confirmed.

If the complainant is not satisfied with the informal resolution, they can make a formal complaint to the Head teacher (stage 2). A formal complaint in writing must be made within 10 school days of the outcome of the informal stage.

Stage 2- Formal Stage

Formal complaints must be made in writing to the Head teacher (unless they are about the Head teacher). The complainant will be acknowledged within 5 school days of receipt of the written formal complaint.

The Head teacher will investigate the complaint and make every effort to resolve the issue. The



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Head teacher may arrange a meeting to clarify the details of the complaint. In certain circumstances the Head teacher may delegate responsibility of investigating the complaint to a member of the Senior Leadership Team.

Following the investigation of the complaint the Head teacher will write to the complainant with a formal response within 10 school days.

Where a formal complaint concerns the Head teacher, it will be referred directly to the Chair of Governors.

Stage 3- Formal Complaint to the Complaints Panel (Governing Board)

If the complainant is not satisfied with the response at stage 2, the complaint should be made to the Governing Board within 10 school days of the date of the stage 2 response.

The complaint should be made in writing and addressed to the Chair of Governors via the school marked Private and Confidential. The complaint should include the letter concluding stage 2 and details as to why the complainant is not satisfied with the outcome.

The complaint will be acknowledged within 5 school days of receipt of the written formal complaint.

A member of the Governing Body usually the Chair will investigate the complaint and make every effort to resolve the issue. The Chair may arrange a meeting to clarify details of the complaint. In certain circumstances the Chair may delegate responsibility to investigating the complaint to another Governor.

Following the investigation, the Chair will write to the complainant confirming the outcome of the investigation within 10 school days of receipt of the formal complaint.

Stage 3- Formal Complaint to the Appeal Panel (Governing Board)

If the complainant is dissatisfied with the outcome at stage 3, the complaint can request a complaints panel hearing. A request for a hearing before the complaints panel must be put in writing to the Chair of Governors within 10 school days within the stage 3 decision being communicated.

The complainant will be acknowledge within 5 school days of receipt of the request. The Appeal Panel will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 25 school days of receipt of the complaint panel request.

The aim of the hearing is for the panel to review the decision reach at stage 3 with the aim of resolving the complaint and to achieve reconciliation between all parties.

The panel will not consider any new complaints at this stage or consider evidence unrelated to the initial complaint. New complaints must be dealt with from stage 1 of the procedure.

Conclusion

This policy is in line with other school policies and should be read alongside other relevant policies.

Role of Governors

School Governors will:

- comply with all aspects of this policy
- maintain consistency in applying this policy
- Adhere to the procedures set out in this policy



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Role of School Personnel

School personnel will:

- comply with all aspects of this policy
- maintain consistency in applying this policy throughout the school

Role of Parents/Carers

Parents/carers are encouraged to:

- comply with this policy
- have good relations with the school

Raising Awareness of this Policy

We will raise awareness of this policy via:

- Prospectus
- Website
- Staff Handbook
- Meetings with parents such as introductory, transition, parent-teacher consultations and periodic curriculum workshops
- School events
- Meetings with school personnel
- Written communications with home such as newsletters, text messages, emails
- Annual report to parents
- Headteacher reports to the Governing Body

Monitoring the Implementation and Effectiveness of the Policy

The practical application of this policy will be reviewed annually or when the need arises by the coordinator, the Headteacher and the Leadership and Management Committee.

A statement of the policy's effectiveness and the necessary recommendations for improvement will be presented to the Governing Body for further discussion and endorsement.

Headteacher:	P. James	Date:	January 2021
Chair of Governing Body:		Date:	