



Compton All Saints C of E Primary School



COMPLAINTS PROCEDURE - GUIDANCE FOR PARENTS

Introduction

The Education Act 2002 requires Governing Bodies to have procedures to deal with complaints not covered by other statutory requirements and to publicise these procedures.

Principles

If you have a concern or a complaint please tell us about it.

Compton Primary School is committed to working in partnership with parents and we welcome suggestions for improving our work and developing our school. Whatever it is that you want to tell us, be assured that it will be received in confidence and handled with discretion and will not adversely affect your relationship with the school/or our relationship with your child.

Please tell us of your concern as soon as possible. It is difficult for us to investigate properly an incident or problem that has happened some time ago.

An Informal Approach

At Compton we promote open communication between parents and staff and find that it is usually best to discuss any problems face to face. You are always welcome to come into school to discuss any concerns or problems that have arisen. Most concerns or complaints about school can be resolved quickly in an informal way by speaking to your child's class teacher and we would recommend that you pursue this option in the first instance. A conversation with a class teacher about a concern is usually more productive if held after school rather than in the morning, when there are lots of children around and the school day is about to start.

If you feel that it may be awkward to talk to the class teacher, you can contact the Headteacher or the Chair of Governors although it is likely the Chair of Governors will encourage you to approach the Headteacher first. You may need to make an appointment for this discussion and you can make arrangements through the school office if necessary.

We hope that we can resolve your problem informally in this way. We will aim to understand what you feel went wrong and explain our actions to you. We will ask you what you would like the school to do to put things right and explain what we intend to do. Hopefully this will help us all to understand the situation and prevent a similar problem arising again.

Stage One – Headteacher Investigation

If you are dissatisfied with the school’s response, you can make a formal complaint to the Headteacher in writing. This could be in the form of a letter or by completion of a complaints form, available from the school office. Your letter will be acknowledged in writing within 3 working days.

The Headteacher will ask to meet you to discuss the problem and you can bring a friend or relation with you if you wish. The Headteacher will then conduct a full investigation of the complaint and may interview any members of staff or pupils involved. You will receive a written response to your complaint usually within 10 working days of the meeting.

Stage Two - Governors’ Review

If your complaint is about an action or decision of the Headteacher, then you should refer it to the Chair of Governors in writing, either via the school office or by email to a.governors@compton.hants.sch.uk . The Chair of Governors will arrange a meeting of the Governors’ Complaints Panel to investigate your complaint. This panel will consist of three governors who have had no prior involvement in the matter in question. The Complaints Panel will conduct a full investigation of the complaint including interviews with those involved. The panel will provide a written response to your complaint within 15 working days of the meeting.

Stage Three - Review by the LEA

Complaints about school problems are almost always settled within school. However, in exceptional circumstances it may be possible to refer the problem to an outside body such as the Local Education Authority (LEA) or the Secretary of State for Education. If the LEA is not able to resolve your problem they will explain what you can do next. The details about how to contact the LEA will be provided with the written response from the Complaints Panel or can be found on the LEA website.

This policy was approved by the Governing Body on -----

Signed: -----
Chair of Governors

Headteacher

Date:

Policy review date: June 2018



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COMPLAINTS FORM

Name of parent/carer. _____

Pupil's name _____

Address _____

Postcode _____

Telephone number _____

Mobile telephone number _____

Email Address _____

1. What is your concern and how has it affected you?

2. Are you attaching any paperwork? If so, please list this below.

3. 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?

4. What would you like to happen as a result of making this complaint?

Signed : _____

Date: _____

For office use only

Initial response and acknowledgement:

Complaint reference:

By whom?

Action taken:

Date:

Date:

Data Protection Act 1998 – we will only process your personal data to respond to your complaint. In general, this data will be used for administrative and statistical purposes.