



# Complaints Policy

Ratified & adopted by Governors	Thursday 15 <sup>th</sup> June 2017
Date for Review	June 2018 ( or sooner if guidance changes)

*Love children, Love Learning.*

**Based on NAHT Advice & Guidance**

## Complaints Policy

All schools are required by law to have a complaints policy. This policy should help resolve problems and provide a means for issues of concern to be raised and subsequently addressed. All complainants will be treated respectfully during and after the course of any complaints investigation and will receive a written response to their complaint, unless appropriate and reasonable measures have been put in place as a result of the 'Persistent and/or Vexatious Complainants' policy set out below.

**At Two Gates Primary School we aim to ensure that all users of our school - pupils, parents, staff, visitors and other stakeholders are always satisfied with the standard and quality of their school experience. We are an approachable, listening school and aim to communicate effectively with everyone. We welcome compliments, comments and concerns to help us reflect on and improve our service and practice.**

**This policy sets out the procedure for raising concerns or complaints.**

### General Principles:

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

### Raising a concern or complaint

#### *Informal Stage*

There are inevitably issues that arise that, if dealt with promptly and in a considerate manner, will avoid the need for a formal complaint. Any problem or concern should be raised promptly with the class teacher or member of staff responsible for the area you are concerned about. If your concern is more serious you may prefer to make an appointment to discuss it with the headteacher or a member of the school's leadership team. All staff will make every effort to resolve your problem promptly at this informal stage and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Headteacher (or to the Chair of the Governing Board, if the complaint is about the Headteacher).

If you are uncertain about who to contact, please seek advice from the school office.

#### *Formal Stage*

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Headteacher, who will be responsible for ensuring that

it is investigated appropriately. If the complaint is about the Headteacher, your complaint should be passed for the attention of the Chair of the Governing Board, Mrs J Nicholls.

*A Complaint Form is provided to assist you.*

You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Headteacher, or to the Chair of the Governing Board as appropriate.

The Headteacher (or Chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

It is possible that your complaint will be resolved through a meeting with the Headteacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 5 days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the Chair of the Governing Board, within 10 school days of receiving notice of the outcome and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed.

*A Review Request form is provided for your convenience.*

### **Review Process**

Any review of the process followed by the school will be conducted by a panel of three members of the governing board. This will usually take place within 10 school days of receipt of your request.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations will be considered.

### Persistent or Vexatious Complaints

You may remain dissatisfied despite all the procedures having been followed and reasonable responses being provided. It may be the case that it is not possible to resolve all your concerns and meet all your wishes. Sometimes it is preferable to 'agree to disagree' and move on.

If you do continue to make representations to the school on the same issues, the Chair of the Governing Board reserves the right to inform you, in writing, that the appropriate procedures have all been followed, that all reasonable actions have been taken to try to resolve the issue and that the matter is therefore closed. Should you then write to the School again on the same issue (s), there is no obligation on the School to respond to you in that case.

Correspondence received from any complainant subsequent to closure will be kept on file, indefinitely, as will notes of telephone calls and any further personal calls referring to the matter.

### The Role of the Secretary of State for Education (the Department for Education)

*The Secretary of State's powers are delegated to the School Complaints Unit (SCU). Please note that the SCU will not re-investigate the substance of the complaint as this remains the responsibility of the School. The SCU will only consider cases in which the governing body has acted unlawfully or unreasonably. It will only overturn a decision in extreme circumstances. If it decides that a school has not followed its published procedures it has the power to direct that the process is re-visited.*

Telephone	0370 000 2288
Online	<a href="http://www.education.gov.uk/help/contactus">www.education.gov.uk/help/contactus</a>
Letter	DfE , School Complaints Unit, 2nd Floor, Piccadilly Gate, Store Street, Manchester, M1 2WD

Please contact the school office on 01827 213855 to arrange an appointment to discuss your concerns or e mail your concern to [office@twogates.staffs.sch.uk](mailto:office@twogates.staffs.sch.uk) in the first instance.

If you prefer, you may use the form below.

## Two Gates Primary School: Meeting Request Form

I wish to meet [name of teacher] to discuss the following matter:

Please include brief details of topic to be discussed:

Dates/times when it would be most convenient for a meeting:

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed)

Your Address:

Telephone numbers

Daytime: Evening:

e-mail address:

Signed ..... Date .....

[Please complete this form and return it to the school office]

School use:

Date Form received:

Date response sent:

Received by:

Response sent by:

# Two Gates Primary School Formal Complaint Form

*Please complete this form and return it to the school office or to the Headteacher who will acknowledge its receipt and inform you of the next stage in the procedure.*

Your name: .....

Relationship with school (e.g. parent of a pupil on the school roll):

.....

Pupil's name (if relevant to your complaint):

.....

Your Address:

Telephone numbers

Daytime: Evening:

E-mail address:

Please give concise details of your complaint, (including dates, names of witnesses etc...), to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? (i.e. who have

you spoken with or written to and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

**School use:**

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			

# Two Gates Primary School Complaint Review Request Form

Please complete this form and return it to Head Teacher (or Chair of Governing Board), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name: .....

Your Address:

Telephone numbers:

Daytime:

Evening:

E-mail address:

Dear .....

I submitted a formal complaint to the school on ..... and am dissatisfied by the procedure that has been followed.

My complaint was submitted to ..... and I received a response from ..... on .....

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

**School use**

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Request referred to:			
Date:			