

Newark Hill Primary School



Complaints Policy



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Wark Hill School's procedure for addressing

2. Please note that this procedure does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals, decisions about your child's special educational needs or grievances by school staff. These are the subject of separate complaints procedures. Copies of these procedures can be obtained from the school.
3. All other complaints are handled by the school according to the arrangements set out below. It is a feature of our school that we endeavour to resolve difficulties through discussion. We have an open door policy and have found that communication between school and home often resolves issues.

Aims and Objectives of Our Complaints Procedure

4. The school will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

Complaints Procedure

5. Most complaints are best dealt with informally. If you have any concerns about the school or the education provided, please discuss the matter with your child's class teacher at the earliest opportunity.

Stage 1 - informal

6. If you feel that a concern has not been addressed through discussion with the class teacher, or that the concern is of a sufficiently serious nature, please make an appointment to discuss it with the headteacher. The headteacher considers any such complaint very seriously and most complaints can be resolved at this stage.

Stage 2 – formal

7. If the matter cannot be resolved, or your complaint is about the headteacher then it may be appropriate for you to write to Chair of Governors to make a formal complaint. Please state the nature of the complaint, the steps taken to resolve it and the action you would like to see taken to remedy your concerns. The Chair of Governors will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within 15 working days of receiving the complaint.

- As a result, you may ask to refer your complaint to Stage 3 of the procedure. At this Stage, a panel of governors will meet to consider the complaint and make a final decision about it on behalf of the governing body. The panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 working days of your request.
9. You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend part of the meeting, accompanied by a friend/partner if wished, to put your case. The headteacher will be given the same opportunities. The panel will write to you with its conclusion within 5 working days of the meeting.
 10. The decision of the panel is final. If you are still not satisfied, you may wish to put your complaint to the Secretary of State for Education and Skills.

Monitoring and review

11. The governing body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all formal complaints received by the school and records how they were resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

Availability

12. A copy of this procedure is available to all parents on request.

Parent should try and resolve the problem with

Resolved ? → Yes. No further action

No. Parent told how to move on to the formal stage of the procedure

Stage 2 - Formal
Complaint to the Chairman of Governors

Chairman of Governors writes to complainant within 15 working days

Resolved ? → Yes. No further action

No. Write to parent telling them how to move to stage 3 of the procedure.

Stage 3 - Formal
Complaint to the governing body. A complaints panel will meet to consider

Resolved ? → Yes. No further action

No. The parent may decide to write to the Secretary of State for Education and Skills because the governing body has not been able to solve the problem.