

Complaints Procedure

Whilst the School seeks to ensure it operates in such a way that parents do not have cause to complain or that issues raised by parents can be resolved by constructive, if informal, discussion with the School, the School does operate a formal Complaints Procedure which Procedure complies with the guidelines set down by the Department of Education.

Complaints may be made either in person, by telephone or in writing. The School has a formal Complaints Form a copy of which is attached to these notes.

On receipt of all complaints the complaining parent ("Complainant") will be asked to complete the School's Complaint Form (if they have not already done so) which Form should be sent to the Headteacher who acts as Complaints Coordinator. All Complaint Forms will be acknowledged in writing within 3 working days.

At all Stages the details of the complaint will be kept confidential as between the parties to the complaint and those conducting any investigations into or review of the complaint.

The Complaints Procedure then follows three stages.

STAGE 1 (Informal)

Required documentation: completed Complaint Form

The Complaints Coordinator will refer the complaint to an appropriate member of staff who will be tasked to consider the complaint objectively and impartially. The Complainant will receive a written receipt of the complaint which will identify the appropriate member of staff. The Complainant is entitled to object to that member of staff taking on the role, in which case a different member of staff will be appointed (by agreement between the School and Complainant).

If the complaint concerns the Headteacher it will, immediately upon acknowledgement, be referred to the Chair of Governors. It is likely that the Chair of Governors will suggest a meeting with the Complainant to explore early resolution of the complaint without proceeding to Stage 3.

The majority of complaints are resolved at Stage 1 either by a meeting and/or by the Complainant and School agreeing to any agreed and required actions, which will be documented for the benefit of all concerned. Save in exceptional circumstances Stage 1 will be concluded within 14 days of receipt of the Complaint Form.

If the complaint remains unresolved, the matter will proceed to Stage 2.

STAGE 2 (Formal)

Required documentation: completed Complaint Form PLUS documentation relating to Stage 1.

If no satisfactory outcome has been achieved at the conclusion of Stage 1, or if the Complainant is dissatisfied with the way the complaint has been handled at Stage 1, the complaint will be referred to the Headteacher (or if the complaint concerns the Headteacher to the Chair of Governors).

The Headteacher/Chair of Governors will meet with the Complainant at the earliest opportunity and in any event within 7 working days of the conclusion of Stage 1 to seek to resolve the Complaint to the satisfaction of all parties. Any resolution will be documented.

If the Complaint remains unresolved the matter will proceed to Stage 3.

STAGE 3 (Panel)

Required documentation: completed Complaint Form PLUS documentation relating to Stages 1 and 2.

If no satisfactory outcome can be reached following stage 2 then the complaint will be referred to the Chair of Governors. At this stage the Complainant may wish to provide the Chair of Governors with a further written complaint to include their summary of why the complaint has not been resolved by the procedures set out in Stages 1 and 2.

The Chair of Governors will convene a Complaints Panel ("the Panel") made up of at least 3 people who were not directly involved in the matter being complained about and one of whom must be independent of the management and running of the school. The role of the Panel is to consider the complaint and to decide on appropriate action to be taken by the school.

The Complainant will be invited to present the complaint to the Panel in person and may bring or submit such evidence as the Complainant deems appropriate including bringing witnesses to the Panel. The Headteacher will respond on behalf of the school and may also submit such evidence as the school deems appropriate.

Having heard both the Complainant and the Headteacher the Panel will consider the matter in private. The Complainant and Headteacher will be informed of the Panel's decision in writing within 3 working days of the Panel meeting the Complainant or such other time scale as agreed with the Complainant.

If the complainant is still unsatisfied with the outcome, they may submit a complaint to the EFA using the [Schools Complaint Form](#) available on the www.gov.uk website.

Threatening behaviour or abusive language towards anyone involved in the complaints process will not be tolerated at any stage. If a complainant were to behave in such a way, meetings or discussions would be terminated and attempt made to find an alternative and appropriate way to continue. If this is not possible, the school will involve any other appropriate agencies in order for the complaint to be addressed fairly and justly.

Henleaze Junior School Official Complaint Form

Please complete and return to Mr A Barber who will acknowledge receipt and explain what action will be taken.

Your name _____

Pupil's Name _____ Your relationship to pupil _____

Address _____

Postcode _____

Contact Number (day) _____ Evening/mobile _____

Please give details of your complaint:

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(attach additional sheets if required)

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

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

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Are you attaching any additional paperwork? If so please give details

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Signed _____ Date _____

Official use

Date acknowledgement sent _____ By whom _____

Complaint referred to: _____

Date _____