



STAMSHAW INFANT SCHOOL

"Helping stars to shine brightly"

Complaints Policy

At Stamshaw Infant School we are committed to working in partnership with our parents. We believe that the school provides a very good education for all our children and that the Headteacher and all staff work very hard to build positive relationships with all our parents and carers. We welcome suggestions for improving our work in school. The following policy sets out the procedures that the school follows when complaints or concerns are raised.

Aims and Objectives

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, put the interest of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed and then resolved. The school's complaints procedure is in accordance with the Department for Education guidance – *'Best Practice Advice for School Complaints Procedure 2016'*.

Clarity between a 'concern' and a 'complaint' needs to be established from the onset. 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 or a lack of action*. Concerns and complaints need to be resolved at the earliest possible stage. When concerns are raised formally the school's formal procedure will be invoked through the stages outlined in the procedure.

The Complaints Process

If a parent has any concerns 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 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.

When 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 write to the Headteacher, detailing their complaint. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. A meeting will be organised with the Headteacher to further discuss the concern.

Complaints or concerns about the actions of the Headteacher should be put in writing to the Chair of Governors. Contact details can be obtained through the school office and also in the school prospectus. The Governing Body will consider all written complaints within ten working days of receipt.

If a complaint has completed the school's procedure and the complainant remains dissatisfied, they have the right to refer their complaints to the Secretary of State. The Secretary of State has a duty to consider all complaints raised but will only intervene where the Governing Body has acted unlawfully or unreasonably and where it is expedient or practical to do so.

Monitoring and Review

The Governors monitor the complaints procedure in order to ensure that all complaints are handled properly. The Headteacher records all formal complaints received by the school will record the progress of the complaint and the final outcome. All the records will be kept centrally by the Headteacher. Governors take into account any local or national decisions that affect the complaints process, and make any modifications to this policy. The Complaints Policy is made available to all parents so that they can be properly informed about the complaints process.

This policy is renewed annually by the Governing Body.

Policy date: March 2016

Policy renewal: March 2017

Signed..... Headteacher

Signed Chair of Governors