



Baden Powell Primary School Complaints Procedure



Introduction:

All governing bodies are required by law to have a procedure in place to deal with complaints relating to aspects of the school, and to any community facilities that the school provides.

The requirement for this procedure is quite straightforward:

- Governing bodies *must* have a procedure and publicise it.
- The procedure should ensure that anyone who wishes to make a complaint should receive fair treatment and a chance to state their case either in person or in writing.
- Any right to appeal should be explained at the same time as the response is notified to the complainant.
- The process should not take too long.

Aims:

The aim of this document is to clearly explain the procedure for the investigation of parental complaints against the school or a member of staff there within. This document will layout the clear steps and approaches that should be taken when dealing with a complaint.

Application of this document:

This document should be a live and active document and be used to investigate complaints within the current academic year – it will be reviewed annually to ensure it is providing best service to parents, staff and Governors of Baden Powell Primary School.

This document should be used in the following cases:

- Complaints related to the schooling of your child.
- Complaints related to the education and care of your child.
- Complaints about the school's operational arrangements.

It is our aim that:

- All complaints are settled as quickly as possible.
- We will explain the decision reached by the school in the investigation of the complaint.
- If we are at fault we will apologise to those affected.

- We shall listen and act upon any findings that subsequent investigation's find.

We seek to provide the highest quality education for our children and an excellent service for our parents, carers and stakeholders; however, we must reiterate that this procedure should not be used for the following:

- Complaints by staff related to grievances about their employment – this should be done using the procedures in the Staff Grievance Policy.
- Complaints about the actions of a governor – this should be referred to the Chair of Governors.
- Complaints about the actions of another parent – this should be reported to a member of the senior leadership team (Deputy Headteacher or Headteacher) who will decide if action can be taken and if so what action would be appropriate.
- Allegations of abuse – please refer to the school Child Protection Policy and approach a senior member of staff with concerns.
- Issues that have arisen between the school and community groups or school parent support groups.

Procedures:

Informal Stage:

1. If it is a teacher, see the teacher concerned who will deal with it to the best of their ability. The teacher may deal with it to your satisfaction, or may refer the matter to the Deputy Headteacher or Headteacher for advice or action to be taken.

If you feel you cannot approach the class teacher then please approach a member of the School Management Team –Phase leader's Miss Ahmed (nursery and reception) Mr Dogan (Year 3,5 and6) Miss Grierson (Year 1, 2 and 4); Deputy Headteacher Miss Simmons or the Headteacher Mr Stephen Smith.

You can approach these members of staff in the playground or call to arrange a private meeting where you can raise your concerns.

2. If the complaint is concerning the Deputy Headteacher please try to approach them first, but if you do not feel you can, then please contact the Headteacher. If you feel that you can not approach any of these staff members regarding your concern then go to stage two below.
3. If your complaint is regarding the Headteacher, please approach him concerning your concern. If you feel you cannot use this option then go to stage two below.
4. If the complaint is concerning a member of the support staff, please go direct to the Deputy Headteacher or Headteacher who will listen to what you have to say and then investigate and report back to you.

5. If you have seen the teacher and you do not feel satisfied then please see the Phase Leader, Deputy Headteacher or Headteacher who will investigate your complaint. They will come back to you with their finding and inform you of any actions taken if necessary. To do this, they will either call you via phone or speak to you in person at the school, or write you a letter. We usually find a face to face chat better than a letter.

Stage Two – Formal to Governors:

If none of the above is to your satisfaction, you may refer your complaint to the Chair of Governor's through a letter or a meeting. The Chair of Governors will listen and respond, and reach an amicable conclusion, if she/he is unable to come to a conclusion they will put it forward to the Governor's Complaint Committee. They will further investigate the complaint on your behalf. They will need time to speak to the Head and for investigations to take place. The response to your complaint may come from the Chair of Governors or the Headteacher.

Stage III: Formal Stage direct to DfE:

If you feel that the school Governors and Headteacher have not dealt with your complaint, or have not dealt with it to your satisfaction, your next stage is to complain to The Learning Trust or the DfE (see addresses below):

The Learning Trust

1 Reading Lane

London E8

Department for Education (DfE)

**Sanctuary Buildings
Great Smith Street**

Westminster

London SW1P 3BT

Procedures if you wish to complain about another person's child

Please do not approach another person's child. Please see the Phase Leader, Deputy Headteacher or Headteacher about any concerns. We will investigate and try and deal with any grievances and report back to you.

If you want to complain about any school procedures:

Please see the Deputy Headteacher or Headteacher who will listen to your concerns and investigate them.

This policy is monitored and reviewed by the Governing Body – the policy will be reviewed annually to ensure we are meeting the needs of the whole school community, or sooner if deemed necessary by the Headteacher, Chair of Governors or relevant committee representing the Governing Body.

Signed **(Chair of Governors or designated person)**

Signed (Headteacher)

Date