

Schools Complaints Procedure

Introduction

Parents should raise concerns and complaints with members of staff either in person, by telephone or in writing. You should be given an opportunity for discussion of your concerns informally with the appropriate member of staff.

If you wish to make a complaint about a particular teacher, or another member of staff, you should initially make your complaint to the Head teacher. An appointment may need to be made to discuss these concerns further.

Any complaint brought to the attention of the Head teacher that suggests that a child has been at risk of significant harm through violence, emotional abuse, sexual interference or neglect may be referred without notice to Childline.

The meeting arranged to discuss your concerns informally

- You can bring a friend to any discussion
- The member of staff dealing with the concern should make sure that you are clear as to what action (if any) or monitoring of the situation has been agreed.
- This stage should be completed speedily and concluded in writing with the appropriate detail.
- Where no satisfactory solution has been found, you should be informed that you can consider making a formal complaint in writing to the Headteacher which will take matters to stage 1 on the complaints procedure.

St Teresa of Lisieux Catholic Primary School, Complaints Procedure

Stage 1 – Complaint to the Headteacher for investigation

- 1.1 The Headteacher will acknowledge your complaint in writing. In some cases the Headteacher will have already been involved in looking at the matter; in others it will be her first involvement.
- 1.2 The Headteacher will consider providing an opportunity to meet you to supplement any information previously provided.
- 1.3 If the complaint is against a member of staff the Headteacher will talk to the staff member against whom the complaint has been made.
- 1.4 If necessary, the Headteacher will interview witnesses and take statements from those involved.
- 1.5 The Headteacher will keep reasonable written records of meetings, telephone conversations and other documentations.
- 1.6 Once all the relevant facts have been established, the Headteacher will produce a written response to you. The Headteacher may wish to meet with you to discuss/resolve the matter before confirming the outcome in writing.
- 1.7 The written response will include a full explanation of the decision and the reasons for it. Where appropriate, it will include what action the school will take to resolve the complaint.
- 1.8 The parent will also be advised that if they are not satisfied with the response and wish to take the matter further, they can do so, by writing to the Chair of the Governing Body within three weeks of receiving the outcome letter.
- 1.9 Stage 1 should be completed in ten school days. However, it is recognized that this timetable is likely to prove impossible for complaints which are complex. In such cases, the Headteacher will write to you giving a revised target date.
- 1.10 Schools will not pay financial compensation as a response to complaints.

Complaints against the Headteacher

If the complaint is wholly or mainly about the Headteacher the Governing Body should consider the complaint in accordance with Stage 2 of the procedure described below. However, before Stage 2 is instigated the Chair of the Governing Body will invite the Headteacher to respond to the complaint in writing within ten school days.

The Chair will send a copy of the Headteacher's response to the complainant and the parent will be asked to indicate within five school days of receipt of the response whether s/he is satisfied with the response. Stage 2 should commence as described in paragraph 2.1 below.

St Teresa of Lisieux Catholic Primary School, Complaints Procedure

Stage 2 – Consideration by the Governing Body

2.1 If the complainant decides to take the matter further, the Chair of the Governing Body will write to the parent to acknowledge the complaint within two school days of receipt of the complaint. A copy of the acknowledgement and the complaints form should be sent to the Headteacher and the clerk to the Governing Body, (A standard letter is attached to this document).

2.2 Investigating the complaint – If the complaint has been investigated at Stage 1 the result of the investigation will be made available to the Clerk /Chair by the Headteacher. However, where the complaint is against the Headteacher and the complaint is referred to Stage 2, the Chair of the Governing Body must decide, in consultation with the Chair of the Complaints Committee (see 2.3 below) whether and how the complaint should be investigated. Advice can be sought from the Local Authority and the time allowed to complete Stage 2 must be borne in mind.

2.3 A Complaints Panel will be established of three governors to constitute Committee. The Headteacher should not serve on the committee.

2.4 The Committee will consider the complaint on the basis of the written evidence and usually also set up a hearing and hear both parties. Governors may also take evidence on their own initiative. Governors should reconsider the issues raised in the original complaint and not confine themselves to consideration of procedural issues. If they decide to set up a hearing, the Committee should the procedure set out in paragraph 2.5 to 2.19 below.

2.5 The Chair of the Committee should take a decision at the beginning of Stage 2 on whether to seek the service of a clerk from the Local Authority or other source to:

- Deal with the administration of the procedure;
- Provide independence advice on procedure and evidence;
- Ensure that the relevant facts are established;
- Minute the meeting and draft the decision letter;

2.6 The Clerk/Chair of the complaints committees should write to the parent to explain how the review will be conducted. The letter should be copied to the Headteacher.

2.7 The Clerk/Chair of the complaints Committee should confirm the date of the meeting with the other governor(s)

2.8 The parent and Headteacher will be invited to attend the meeting. The date and time of the meeting should be convenient to the parent and the Headteacher, within reason. The notification should be inform the parent of his/her right to be accompanied to the meeting by a friend/representative. It should also explain how the meeting will be conducted and of the parent's right to submit further written evidence to the committee.

St Teresa of Lisieux Catholic Primary School, Complaints Procedure

2.9 The Headteacher should also be invited to prepare a written report for the Committee in response to the complaint.

2.10 All relevant correspondence regarding the complaint should be circulated to the committee members; the parent and the Headteacher in advance of the meeting.

2.11 If the Headteacher and/pr the parent wish to call witnesses, the agreement of the Chair of the Committee should be obtained in advance of the meeting.

2.12 It is the responsibility of the Chair to ensure that the meeting is properly conducted. However, the proceedings should be as informal as possible.

2.13 The main aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complaint. However, at the end of the meeting the Committee will need to issue a finding in writing either upholding or not upholding the complaint or upholding some parts and not others.

2.14 If either party wishes to introduce previously undisclosed evidence or witnesses, it is in the interest of natural justice to adjourn the meeting so that the other side has time to respond to the new evidence. Late evidence of witnesses should not be accepted unless there is a good reason for the lateness.

2.15 The meeting should allow for:-

- The parent to explain his or her complaint and the Headteacher to explain the reason for his or her decision;
- The Headteacher to question the complaint about the complaint and the complaint to question the Headteacher;
- Panel members to have an opportunity to question both the complaint and the Headteacher;
- Any party has the right to bring a witness (subject to the approval of the Chair) and all parties having the right to question all the witnesses.
- Final statement by the Headteacher and parent.

2.16 The Chair of the Committee should explain to the parent and the Head teacher that the committee will consider its decision, and a written response will be sent to both parties as soon as possible. The complaint, Headteacher and any witnesses will then leave.

2.17 The panel will consider the complaint and all the evidence presented and reach an unanimous, or at least a majority, decision on the complaint. Where appropriate the Committee can decide on the action to be taken to resolve the complaint and/or suggest recommended changes to the school's system or procedures to ensure that problems of a similar nature do not happen again.

St Teresa of Lisieux Catholic Primary School, Complaints Procedure

2.18 As in section 1.10 above the Governors will not pay financial compensation as a response to a complaint.

2.19 The Clerk/Chair will send a written statement outlining the decision with the reasons to both the complainant and the Headteacher.

2.20 The complainant should be advised that if s/he is dissatisfied with the response s/he has the right to take the matter further by complaining to the Secretary of State for Education and Skills.

2.21 Stage 2 should be completed in 15 days. However, it is recognised that this timetable is likely to prove impossible for complaints which are complex. In such case the Chair of the Complaints Committee should write to the parent giving a revised target date.

2.22 In exceptional circumstances the Committee may decide after taking advice from the Local Authority not proceed to consider the complaint on the grounds that the complaint has already been dealt with or is malicious.

St Teresa of Lisieux Catholic Primary School, Complaints Procedure

School Complaint Form (for Stage 1 complaints)

If you have tried unsuccessfully to resolve your complaint with your child's school and wish to take this matter further, please complete this form and send it to the Headteacher. (If your complaint is against the Headteacher you will need to send this form to the Chair of Governing Body)

Name_____

Address_____

Tel no(Home)_____

(Day)_____

Name of Child_____

Date of Birth of Child_____

What is your complaint about and what would you like the Headteacher to do?

(continue on a separate sheet, if necessary)

When did you discuss your concern/complaint with the appropriate member of staff?

What was the result of the discussion?

(continue on a separate sheet if necessary)

Signed_____ Date_____