



PAGANEL PRIMARY SCHOOL

Complaints Policy

1 Introduction

- 1.1 We strive to provide the very best education for every one of our children. The headteacher and staff work very hard to build positive relationships with all parents. However, the school is obligated to have procedures in place in case there are complaints by parents or carers. The following policy sets out the procedures that the school follows in such cases.
- 1.2 If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.
- 1.3 We deal with all complaints in accordance with procedures laid down by the Birmingham City Council Local Authority.

2 Aims

- 2.1 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. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3 The complaints procedure

- 3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is safe and happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.
- 3.2 Where parents feel the situation has not been resolved through contact with the class teacher, or their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the headteacher or deputy headteacher. The headteacher or deputy headteacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.3 Should any parents have a complaint about the headteacher, they should first contact the headteacher. If this is not resolved then they should contact the Governing Body Complaints Committee, who is obligated to investigate it. The governor(s) in question will do all she/he can to resolve the issue through dialogue.

with the school, but if parents are unhappy with the outcome, they can make a formal complaint, as outlined below.

- 3.4 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Governing Body. This complaint must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors.
- 3.5 The Governing Body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that she/he can explain the complaint in more detail. The school gives the complainant at least three day's notice of the meeting.
- 3.6 After hearing all the evidence, the governors will consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parents satisfaction.
- 3.7 If the complaint is not resolved, a parent may make representation to the LA. Further information about this process is available from the school or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

4 Monitoring and review

- 4.1 The governors monitor the complaint procedure, in order to ensure that all complaints are handled properly.
- 4.2 Governors take into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.
- 4.3 This policy is reviewed every two years, or before if necessary.