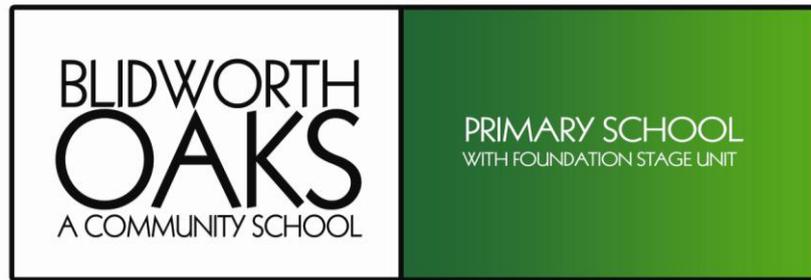


**Blidworth Oaks Complaints Policy**



TOGETHER WE GROW AND LEARN

# Complaints Policy

**Date approved / reviewed : - Spring Term 2014**

**Date to be reviewed: - Spring Term 2016**

**Governing Body Committee: - P&P**

# Blidworth Oaks Complaints Policy

## Introduction

We aim to provide an excellent education for all our children, and we work very hard to build positive relationships with all parents. However, the school has procedures in place in case there are formal complaints by parents.

## Our Values

Our school has a set of values which we follow in everything we do. We aim to follow these values when dealing with any concerns and complaints.

### Aspiration

We aim to resolve all concerns swiftly and informally wherever possible before they become formal complaints

### Inspiration

Learn from our complaints in order to improve our service.

### Integrity

Be open and honest

Ensure a full and fair investigation by an independent person where necessary

### Inclusion

Be easily accessible and publicised

Be simple to use and understand

Be impartial

### Resilience

Address all points of issue, providing an effective response and appropriate redress, where necessary

### Responsibility

Allow swift handling with established time-limits for action and keeping people informed of the progress

### Respect

Be non-adversarial

Respect people's desire for confidentiality, wherever possible

## The difference between a Concern and a Complaint

We aim to take concerns seriously and attempt to resolve them at the earliest opportunity and before they become a formal complaint. If there are any concerns about the school or the education provided, this matter can be discussed with any member of staff at the earliest opportunity. This will usually be a child's class teacher but all members of staff are available to hear concerns.

We will always attempt to resolve concerns before the need for formal procedures. However, should attempts to resolve concerns be unsuccessful, the rest of this document sets out the school's procedure for addressing formal complaints.

## **Blidworth Oaks Complaints Policy**

### **Formal Complaints Procedure**

#### **Stage 1**

If you feel that a concern has not been addressed through informal discussion with the class teacher, and you wish to have the matter formally investigated by an appropriate person from the school, please complete a complaint form (**Appendix One**). If you would like help completing the form, the school will be happy to provide the assistance of someone unconnected with the complaint.

If the matter is about:

- the day-to-day running of the school
- the interpretation of school policies
- the actions or inactions of staff at the school

it will be investigated by the Headteacher or a senior member of staff nominated by the Headteacher.

If the matter is about:

- school policies as determined by the governing body
- the actions or inactions of the governing body
- the Headteacher

then it will be investigated by the Chair of Governors or a governor nominated by the Chair.

The person carrying out the investigation will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within 15 working days of receiving the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case with your complaint, but you are not entitled to know which procedure or the final outcome.

#### **Stage 2**

If you are not satisfied with the result from Stage 1, you may choose to refer your complaint to Stage 2 of the procedure. This must be done in writing to the school within 15 working days of the completion of Stage 1.

At this Stage, the complaint will be considered by either the Chair or nominated governor, or a panel of 3 governors depending on who carried out the investigation in Stage 1 :-

- A. If Stage 1 was investigated by the Headteacher or a senior member of staff nominated by the Headteacher, the Chair or nominated governor will consider the manner in which the complaint was addressed and decide whether it has been properly dealt with. The general principle is that the school should be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the school's procedure. If they have any concerns, they may ask the Headteacher to re-open the investigation. The complainant will be kept informed of any delay.

If the complainant is not satisfied after the Chair or nominated governor has completed their review, a panel of 3 governors will meet to consider the complaint and make a final decision about it on behalf of the governing body.

## **Blidworth Oaks Complaints Policy**

- B. When Stage 1 has been investigated by the Chair or nominated governor, Stage 2 will be carried out by a panel of 3 governors, who will meet to consider the complaint and make a final decision about it on behalf of the governing body.

In either A or B, the panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 working days of your request.

You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend, accompanied by a friend/partner if you wish, to put your case. The Headteacher will be given the same opportunities. The panel will write to you with its conclusion within 5 working days of the meeting.

The decision of the panel is final. If you are still not satisfied, you may wish to put your complaint to the Secretary of State for Education..

### **Monitoring and review**

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis.

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.

### **Availability**

A copy of this procedure is available to all parents on request and is also contained on the school website.

A poster and leaflet (attached to policy) explaining what to do if a parent/carer has a concern or complaint is displayed in the school's reception area, on the website and is available on request from the school office.

**Signed: Mr S Walker**

**Date: January 2014**

## Blidworth Oaks Complaints Policy

Appendix One



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### Complaint form

Please complete and return to the Headteacher at Blidworth Oaks School Office who will acknowledge receipt and explain what action will be taken.

**Your name:**

**Pupil's name:**

**Your relationship to the pupil:**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Please give details of your complaint. (You may use a separate document or letter to give the further details of your complaint).**

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

## **Blidworth Oaks Complaints Policy**

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

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

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**Official use**

**Date acknowledgement sent:**

**By whom:**

**Complaint referred to:**

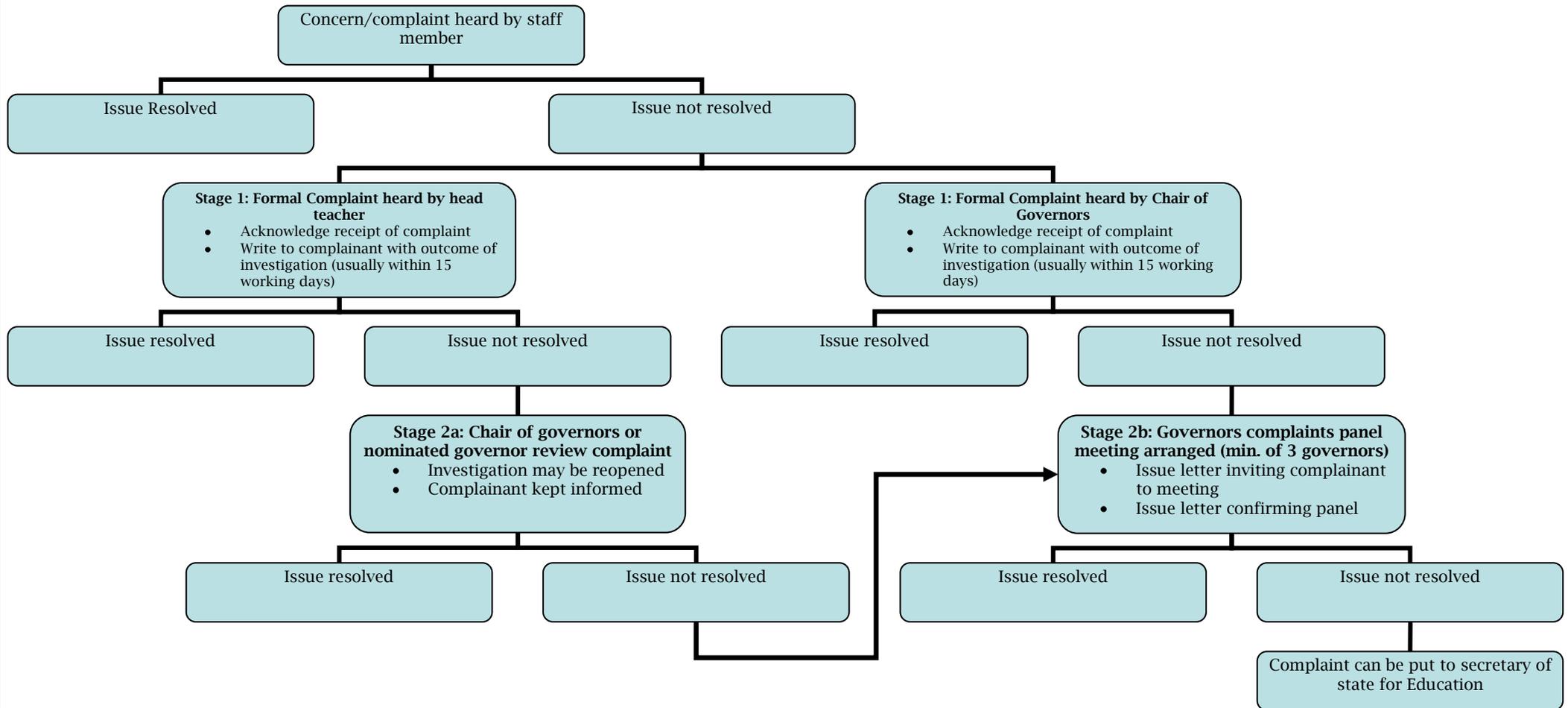
**Date:**

# Blidworth Oaks Complaints Policy

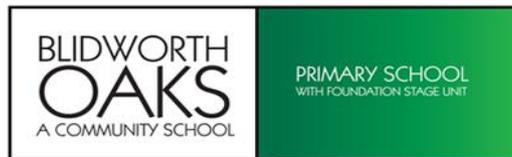
Appendix Two



## Summary of Dealing with Complaints



## Blidworth Oaks Complaints Policy



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# What to do if you have a concern or complaint...

We aim to work closely with parents and carers so that all children can learn and play happily at school. We view all complaints in an positive way and with respect, as it helps the school to improve its practices.

However, sometimes problems do occur...

1. The best person to talk to first about your concern is usually your child's class teacher or a member of staff who works with your child. All members of staff in the school can deal with your concerns.
2. If you are still worried or concerned, Mr Walker, the Head Teacher, will be happy to talk to you.
3. The chair of governors is Susie Bergenroth and she can be contacted via the school office.

Full details of our complaints procedure are in a leaflet available from the office.

We welcome discussions with all visitors but we expect visitors to follow our Community Code. Rudeness or aggression towards any school staff will not be tolerated and may result in legal action.

## Blidworth Oaks Complaints Policy

### **What if my complaint is about the Governing Body or an individual governor?**

Complaints about individual governors or about the governing body will be considered by the governing body's complaints panel. The school office manager will give you contact details.

### **What can I expect to happen?**

Your complaint will be dealt with as quickly as possible, but it may be necessary to take some time to investigate it thoroughly. You will receive a written letter stating the outcome of the investigation within 15 working days. If it takes longer, you will be informed. If the school does not support your complaint, you will be informed of the reasons.

### **What if I am not satisfied with the way in which the school has dealt with my complaint?**

It is hoped that the above procedure will resolve all complaints. If that is not the case, you may have to pass your complaint to the Secretary of State for education. You can find info about this at the school office.

NB Complaints relating to the following may involve the Local Authority at an earlier stage:

- The curriculum
- Collective acts of worship
- Religious education
- Some special needs issues

**In the first instance, please contact the school.**



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**Listening to You**

*What to do if you have a concern or complaint about the school*

## Blidworth Oaks Complaints Policy

At Blidworth Oaks Primary School we aim to work closely and openly with parents, carers and families. We would encourage you to come in and discuss with your child's class teacher any concerns as soon as they arise.

If your concern will take longer than a few minutes to discuss, it is better to talk to the teacher after school or make an appointment. You are also welcome to talk to any member of senior management, including the head teacher, who will then discuss the matter with you and suggest ways of finding a solution together.

We feel it would be mutually beneficial to deal with any concerns in an informal way but, although we hope it doesn't reach the next stage, the following two pages tell you the steps to take if you have a concern which cannot be dealt with through informal discussion.

### What do I need to do?

Please contact the school and ask who is the best person to deal with your complaint. It is likely to be your child's class teacher or the head teacher. Make an appointment to speak to that person or write a letter.

It would be helpful if you could state:

- What you are complaining about
- What has happened - not what may have happened
- When and where the incident happened
- Who else was involved or was a witness
- With whom you have already discussed the incident
- What you want to happen as a result of your complaint.

The school will look into your concerns and respond once the relevant facts have been established.

If you feel that your concern has not been dealt with to your satisfaction the school has a standard complaints form. Please ask the school office manager for a copy. A written response will normally be issued within 15 days.

### What if my complaint is about the head teacher?

You should contact the chair of governors. The school office manager will be able to give you contact details. The chair or a nominated complaints governor will respond directly to you.