

# PONDHU PRIMARY SCHOOL

## Complaints Policy



Any parent/carer of a child at Pondhu Primary School shall have the right to make a complaint and to have the complaint heard and investigated. Complaints are often the result of misunderstandings, misinformation or a breakdown in communication and most difficulties can be dealt with in an informal and friendly manner. To encourage and maintain good relationships, the school aims to respond appropriately to any concerns from within the school community and complaints will always be treated seriously and sensitively. Complainants will be treated with respect and there will be an opportunity for complaints to be dealt with in a fair and proper manner.

The complaints procedure is intended to cover general issues only, as complaints about curriculum, sex education, admissions, exclusions, special educational needs, religious education and staff grievance procedures are covered by specific statutory procedures and are therefore not dealt with under this policy.

### Stages of Procedure

1. **Informal** - **Staff, Other relevant Personnel**
2. **Formal** - **Headteacher**
3. **Reconciliation** - **Head/Governors (as appropriate)**
4. **Complaints Committee**
5. **Appeal** - **Governors/LA**

#### 1. Informal

In the first instance, determine the nature of the complaint and identify the **responsible person** (the person mainly concerned with the area of complaint, i.e. class teacher, head teacher or governor). The **responsible person** will endeavour to deal with the complaint in the most appropriate manner, verbally and/or written. This will be acknowledged as an **informal** complaint at this stage.

#### 2. Formal

If the issue is not resolved, the complainant should then take the matter to the Headteacher who will deal with it on a more **formal** basis. On receipt of the complaint the Headteacher will:

- ◇ *Acknowledge the complaint and record it in the complaint log book*
- ◇ *Clarify the nature of the complaint with the complainant*
- ◇ *Undertake investigations as required*
- ◇ *Keep Governors informed of procedures*

#### 3. Reconciliation

The Headteacher will arrange a meeting with the complainant (and any other relevant parties) at the earliest mutual convenience, so that the issues can be aired fully, fairly and efficiently. (Minutes to be kept on the context of the meeting). The Headteacher will give written confirmation of the outcome of the meeting to the complainant within 10 days. If a decision has not been finalised, the complainant must be informed when a decision will be reached under the same time scale.

#### 4. Complaints Committee

If the issue is still unresolved, the complainant has the right to take the complaint to a **Governors' Complaints Committee** for investigation

#### **Governors' Complaints Committee**

Chair or Vice Chair and 2 others. Members should have no personal or professional involvement.

**The Complaints Committee will:**

- ◇ *Meet with the complainant, Headteacher (and other members of staff as necessary) separately to establish fully an understanding of the complaint.*
- ◇ *Arrange and chair a meeting between the parties concerned so that all sides are represented and can express their views.*
- ◇ *Encourage mediation in an effort to resolve the issues*

**5. Appeals Committee and/or Local Authority**

If the complainant remains dissatisfied, he or she can go to an Appeals Committee, set up by the Governing Body. There is also the question / option of appeal to the LA

Chair or Vice Chair and 2 others. Members should have no personal or professional involvement and must be **exclusive** of the Complaints Committee'

**The Appeals Committee will:**

- ◇ *Meet with the complainant, Headteacher (and other members of staff as necessary) separately to establish fully an understanding of the complaint.*
- ◇ *Arrange and chair a meeting between the parties concerned so that all sides are represented and can express their views.*
- ◇ *Encourage mediation in an effort to resolve the issues*

Please note:

*A complainant will be able to withdraw his or her complaint at any time.*

*The regulations provide for an accelerated procedure for urgent or serious cases.*

*Complaints against the Headteacher, must be investigate by the Chair of Governors*

*Complaints against the Chair of Governors go directly to the Governing Body*

**Appeals and Dismissal Committees**

Chair or Vice Chair and 2 others

The members of these two committees must be entirely exclusive of each other.

Policy Reviewed Spring term 2014. Next review due 2017