



KINGSLAND NURSERY SCHOOL

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Policy: Complaints Procedure
Ref: P11
Updated by: Sara Goddard / Kerry Sharp
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Signature:

Date:

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Overview

Kingsland C.E Primary School strives to ensure that its pupils are healthy, happy and safe, so they are able to achieve their full potential. We recognise that parents, guardians or carers play an important part in making this happen. Co-operation between parents, staff and Governors leads to a shared sense of purpose and a good atmosphere in the school.

Our aim is to deal with issues and problems before they become a 'complaint'. However, there is a clear protocol to follow if necessary and the steps to follow are outlined in this policy document.

General Principles:

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- Each level of the procedure set out below offers the opportunity for concerns and complaints to be resolved as quickly as possible.
- An anonymous concern or complaints will not be investigated under this procedure, unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention to the school as soon as possible. In general, we will be unable to consider and therefore investigate any matter raised more than three months after the event has taken place.
- If we receive complaints from people who are not parents of attending pupils, we will continue to use the complaints procedure as set out below.
- If, despite all stages of this policy being followed, the complainant remains dissatisfied they are not entitled to reopen the same issue. In such cases the Governing Body is able to inform them in writing that the process has been exhausted and the matter is now closed.

Investigating Complaints:

The person investigating the complaint will:

- Establish what has happened so far and who has been involved.
 - Clarify the nature of the complaint and what remains unresolved.
 - Meet with the complainant or contact them if further information is required.
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- Clarify what the complainant feels would put things right.
 - Conduct any interviews with an open mind and be prepared to persist in the questioning.
 - Complete all necessary notes.

Resolving Complaints:

At each stage in the complaint schools and complainant will want to keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition it may be appropriate to offer one of the following:

- An apology;
 - *An admission that the situation could have been handled differently or better;
 - Assurance that the event that was the basis of the complaint will not recur;
 - Explanation of the steps that have been taken to ensure it does not happen again (details of disciplinary procedures that have taken place as a result of the complaint will not be shared).
 - An undertaking to review school policy or procedure in light of the complaint;
 - An explanation that there is insufficient evidence and thus the complaint cannot be upheld;
 - An explanation that, following investigation, the evidence does not substantiate the concern.
- * An admission that the school could have handled things better is not the same as an admission of negligence.

Monitoring and Review

The SLT and Governing Body will monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Class Teacher will log all complaints and actions taken to solve the complaint in their Class and the SLT Team will log all stage 2 complaints received by the school and record actions taken and how they were resolved.

Raising a concern or complaint:

Stage 1 – Informal Stage 1

Informal expression of concern to the school

Parents, carers or guardians should, in the first instance, make an appointment to speak to the class teacher about the concern. This appointment can be made by telephone via the school office, in person or by writing a request in your child's planner direct to the class teacher. Many concerns can be resolved by simple clarification or the provision of information and most concerns or complaints are normally resolved at this point.

If necessary, members of the school's Senior Leadership Team may be involved at this stage.

Stage 2 – Informal Stage 2

Discussion with the Key Stage Leader/Assistant Headteacher/Deputy Headteacher

If the complaint has not been resolved by this stage, parents should ask for an appointment to meet with the Key Stage Leader, Assistant Headteacher or Deputy Headteacher. Prior to the meeting, discussions may take place with the class teacher to gain background information. In some circumstances where it is deemed appropriate and necessary, the class teacher may also be present in the meeting.

Stage 3 – Formal Level 1

The Headteacher

If your concern or complaint is not resolved at either of the informal stages outlined above, you may choose to put the complaint in writing and pass it to the Headteacher. You should include relevant details within the letter, such as times, dates, potential witnesses and if appropriate, copies of relevant documents. It is very important that you include a clear statement of the actions that you would like the school to take to resolve your complaint. Please enclose your letter in a sealed envelope, addressed to the Headteacher and hand to a member of the administration team at the school office. The Headteacher (or chair – see below*) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution.

It is possible that your complaint will be resolved through a meeting with the Headteacher (or chair – see below*). If not, arrangements will be made for the matter to be fully investigated by the Headteacher and/or members of the Senior Leadership Team and any members of staff involved in the initial complaint. In any case you should learn in writing, usually within 5 days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale. Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of the conclusion. If you then wish to make a further appointment with the Headteacher to discuss the conclusion and resolve the initial complaint, you can make this appointment via the school office.

* However, if the complaint is about the Headteacher, your complaint should be passed to the school office, to then be passed to the Chair of Governors. This will be acknowledged by the Chair within 5 working days of receiving the complaint. Please note this refers to a complaint specifically about the Headteacher and not about the decision that the Headteacher has made regarding your initial concern. If you feel that your complaint has not been resolved, then you should proceed to level 2, outlined below.

Stage 4 – Formal Level 2

Governing Body

If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the Chair of Governors, within 10 working days of receiving your notice of the outcome from the Headteacher. You must include a statement within this letter, specifying any perceived failures to follow the procedure. Your letter should be enclosed in a sealed envelope, addressed to the Chair of Governors and handed to a member of the administration team in the school office.

Once your letter has been received by the Chair of Governors, a review will be conducted by a panel of three member of the governing body. This will usually take place within 10 working days of receipt of your request via your letter to the Chair. You will receive notification in writing from the Chair of Governors, once they have completed their review and provide you with information on their findings and what would be the next course of action.

Stage 5

Further Representation

If the complainant is not satisfied with the way in which the School has handled the complaint they may contact the DfE (Department of Education).

Contacting the DfE, please use the following **link**

Or go to the website (link below) and follow the link to the complaints form.

<https://www.gov.uk/complain-about-school>

Or, send your complaint in writing to:

**Ministerial and Public Communications Division
Department for Education
Piccadilly Gate Store Street
Manchester
M1 2W**