



# Complaints Policy

(A Statutory DOCUMENT)

Publish on Website?	<b>YES</b>
Approved by Personnel committee on:	January 2023
Staff Consulted:	Teaching staff Office staff
Ratified by Governing Body:	
This policy is linked to and should therefore be read in conjunction with:	Grievance Procedure Parent/Carer Code of Conduct Code of Conduct
Review in:	2 years

1. This Policy Statement sets out the School's approach to dealing with parental concerns and complaints. Please also refer to our 'Grievance Procedure' based on the Essex County Council model.
2. We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.
3. We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.
4. We will treat all concerns and complaints seriously and courteously and will advise parents and others of the School's Procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of pupils.
5. All school staff, teaching and non-teaching; and members of the Governing Body, will receive a copy of this Policy Statement and will be familiar with the School's Procedures for dealing with parental concerns and complaints, to which they will have access as required.
6. The School's Procedures will be reviewed regularly and updated as necessary.
7. Staff and Governors will receive training in handling parental concerns and complaints as appropriate. This may be on an individual basis; or as a group activity for all staff; or for specific groups, such as the Office Staff or members of the Governing Body.
8. Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, use our option to close a complaint before all the stages of the School's Procedures have been exhausted, if this appears to be appropriate.
9. The Government advocates the resolution of parental concerns and complaints at school level wherever possible, in the interests of maintaining good home/school relations.

## FORMAL COMPLAINTS PROCEDURE FOR PARENTS

Wherever possible differences should be settled informally. Formal procedures for dealing with complaints should only be used where it is impossible to resolve a complaint informally.

### HOW DO YOU COMPLAIN?

1. First of all if you have any concerns raise these with your child's class teacher as soon as possible after they arise.
2. Should concerns remain, then raise any issue either with the Senior Teacher or the Headteacher.
3. The Headteacher, or the Senior Teacher, may arrange a meeting with all parties to endeavour to resolve the problem.
4. If you are unable to resolve your concerns by any of these routes then the next step may be to write to the Chair of Governors, setting out the grounds for your complaint.

This letter should be addressed to:

Chair of Governors

Matching Green C of E Primary School

### HOW TO PRESENT YOUR COMPLAINT

1. Structure your complaint carefully so that issues can be dealt with quickly and effectively.
2. The degree of detail in a letter of complaint is for your judgement.

### HOW IS THE FORMAL COMPLAINT HANDLED?

A letter of complaint will be acknowledged within five working days of its receipt.

The Chair of Governors will seek the views of all parties, including the Headteacher, in order to obtain a balanced view.

Some complaints take longer to investigate than others. Nevertheless we would expect to conclude initial considerations within 10 working days of acknowledging your initial letter.

## WHAT IS THE OUTCOME?

Where a complaint is upheld the Headteacher will be advised accordingly in order to take action to redress the issue. In extreme cases the complaint may be referred to a relevant Governor Committee. Decisions and reasons for them will be given in writing. The complainant would be informed of any right of appeal if the decision is given against them.

## REVIEW OF COMPLAINTS

Positive use is made of complaints by drawing the Headteacher's attention to areas where there may be weaknesses in our practices. Where similar issues are raised by a number of parents we shall examine reasons for this and ensure steps are taken to address the problem.