



Policy for COMPLAINTS

January 2015



Complaints Policy Dorridge Primary School

1. All school staff, governors and parents work in partnership for the benefit of all pupils.
2. Teachers and support staff enable all pupils to achieve their full potential as independent life-long learners.
3. Our broad, balanced and enriched curriculum promotes challenge, enabling all pupils to make a positive contribution towards their own achievement.
4. We foster strong links with the community and encourage children to be responsible citizens, who are respectful and tolerant.
5. We encourage initiative within a happy, healthy and safe environment where all achievement is valued and celebrated.

This policy should be used in conjunction with the DfE Guidance (School Complaint Procedure – 22nd May 2003) and alongside the school's Home/School Agreement.

Introduction:

The majority of issues raised by parents, the community, pupils or Governors, are concerns rather than complaints. Dorridge Primary School is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated. The prime aim of Dorridge Primary School policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school. The following details outline the stages that can be used to resolve complaints.

The Dorridge Primary School Policy has four main stages.

In summary they are as follows: -

Stage 1 – A concern is raised informally with a staff member.

Stage 2 – Formal complaint is heard by the complaints co-ordinator or an appropriate member of staff.

Stage 3 – Complaint is heard by Head Teacher.

Stage 4 – Complaint is heard by Governing Body's Complaints Appeal Panel.

Stage 1 – Raising a concern

Stage 1 – Raising Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact their child's Class Teacher. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the school within 10 school working days and state what you would like the school to do. The school will then look at your complaint at the next stage. **Stage 2 – Complaint heard by the complaints co-ordinator or by an appropriate staff member.**

Formal complaints shall be put in writing and addressed to the Head Teacher. The complaint will be logged, including the date it was received. The school will normally acknowledge receipt of the complaint within 2 school working days of receiving it. In many cases this response will also report on the action the school has taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 school working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at stage 2 please write to or call the school within 10 school working days of getting our response. You will need to tell the school why you are still not satisfied and what you would like the school to do.

Stage 3 – Complaint heard by Head Teacher

If the matter has not been resolved at Stage 2, the Head Teacher will arrange for a further investigation. Following the investigation, the Head Teacher will normally give a written response within 10 school working days. If you are dissatisfied with the result at stage 3, you will need to let the school know within 10 school working days of getting the response.

Stage 4 – Complaint heard by the Governing Body's Complaints Appeal Panel

If the matter has still not been resolved at Stage 3, then you will need to write to the Chair of Governors giving details of the complaint. The Chair or a nominated Governor will convene a complaints panel. The hearing will normally take place within 10 school working days of the receipt of the written request for Stage 4 investigation.

The aim of the Appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel's decision in writing within three school working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

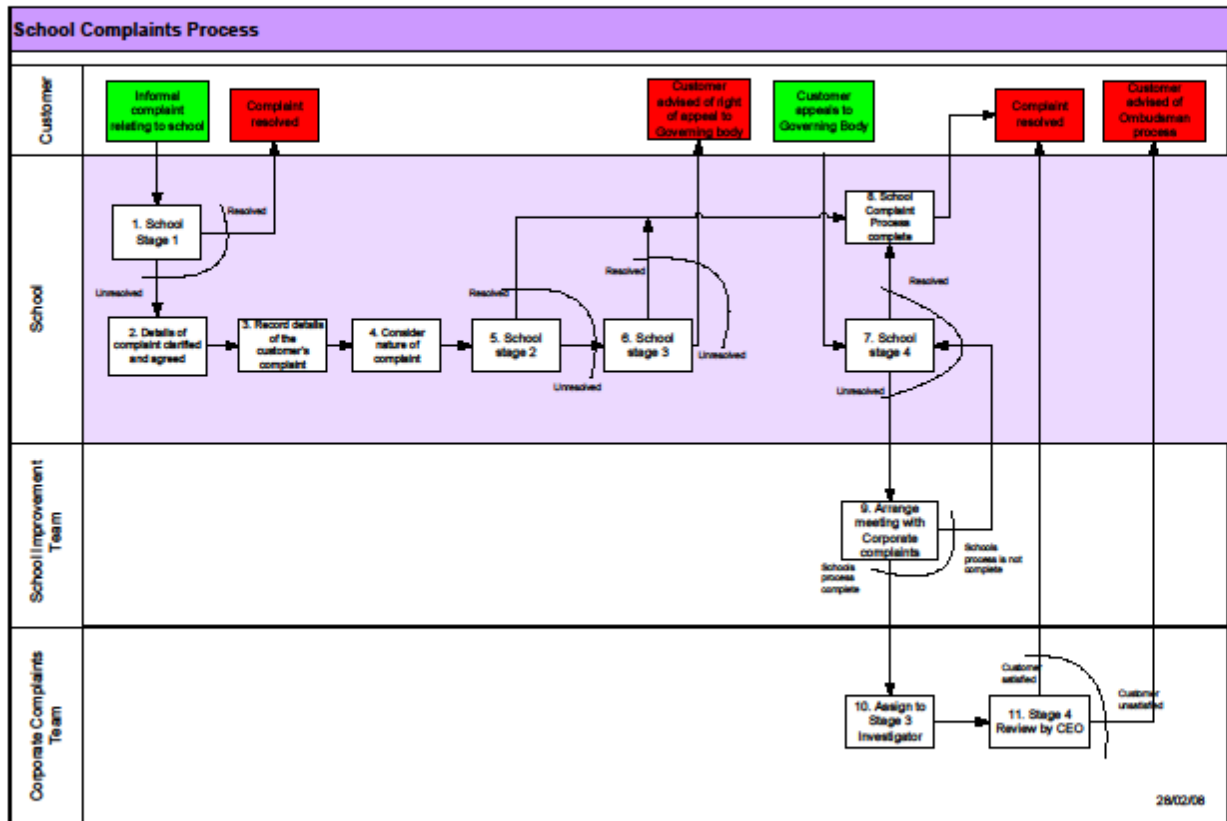
* **N.B.** In cases where the matter concerns the conduct of the Head Teacher, the Head Teacher and Chair of Governors will be informed of the complaint. The Chair of Governors will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body the member will be informed of the complaint.

The Governors appeal hearing is the last school-based stage of the complaints process.

For further advice and guidance about the school's Complaints Procedure please contact the School's Information Officer on 0121 704 8536.

From 1 August 2012 complaints about maintained schools not resolved by the school that would have been considered by the local authority should be addressed to the Secretary of State for Education, Department for Education, Sanctuary Buildings Great Smith Street

School Complaint Process



28/02/08

Version 3

School Complaint Process

Process No.	Process Name	Process Description	Process Objective	Information Used	Role
1	School Stage 1	Informal complaint/concern	To receive informal complaint	Model School Complaint Policy	Member of School staff receiving complaint
2	Details of complaint clarified and agreed	If customer's complaint cannot be resolved at Stage 1 then the details of the complaint are clarified and agreed between both parties. At this point a copy of the Schools Complaint Policy is sent to the customer	To receive formal complaints	Model School Complaint Policy	Member of School staff receiving complaint
3	Record details of the customer complaint	The complaint is logged on the School Complaint Action Record sheet	To log the details of the complaint	Model School Complaint Policy School Complaint Action Record	Member of School staff receiving complaint
4	Consider nature of complaint	Consider whether the nature of the complaint is such that it should be escalated. The decision must be logged on the Action Record	To determine which stage of the complaint policy the complaint should be dealt with	Model School Complaint Policy School Complaint Action Record	Member of School staff receiving complaint and school's complaint co-ordinator
5	School Stage 2	The complaint is investigated at Stage 2. All actions and decisions must be recorded on the Action Record	To investigate the complaint at Stage 2	Model School Complaint Policy School Complaint Action Record	Member of staff acting as stage 2 investigator
6	School Stage 3	The complaint is investigated at Stage 3. All actions and decisions must be recorded on the Action Record	To investigate the complaint at Stage 3	Model School Complaint Policy School Complaint Action Record	Head Teacher or other designated member of school staff or Governors
7	School Stage 4	The Governors' Appeal Panel	Consider any	Model School	Governors Appeal

		considers the customers appeal.	appeal	Complaint Policy School Complaint Action Record	Panel
8	School complaint process complete	The customer is satisfied with the outcome of the investigation and no further action is required.	End the investigation	Model School Complaint Policy School Complaint Action Record	Governors Appeal Panel
9	Arrange meeting with Corporate Complaints	Where the schools process has been followed but the customer remains unhappy then the complaint is escalated to the School Improvement Team. The Team arranges for a meeting with Corporate Complaints to jointly consider whether there is evidence to show that the school complaints process has been followed	Ensure that the schools complaints policy has been followed	Model School Complaint Policy School Complaint Action Record	School Improvement Team and Corporate Complaints Team
10	Assign to Stage 3 Investigator	The Corporate Complaints Team Manage the process and allocate the Stage 3 Investigation to a School Improvement Adviser	Assign the complaint to an appropriate stage 3 investigator within the School Improvement Team	Corporate complaints Procedure	School Improvement Adviser
11	Stage 4 Review by CEO	To review the investigation to ensure that it has been considered properly and that the outcome reached is appropriate in the circumstances	Ensure that the investigation is complete	All information relating to the investigation	Chief Executive Officer

School Complaint Action Record

Please tick as appropriate. Complaint raised by

parent the community or pupil

Reference Number		Date	
Name			
Address			
Telephone Number		E-mail	
Preferred method of contact			

Date/Time	Name of investigator	Method of contact	Details (please attach any supporting evidence)

Complaint Outcomes:

Stage 1:

Stage 2:

Stage 3:

Stage4: