



## Complaints Procedures – 2018 to 2019

If a parent/carer has a complaint against a member of staff or school procedures, it would be most helpful to school, and beneficial to the parent/carer, if the following procedures could be followed:

### In the first instance (A):

- If the complaint is regarding their child, parents/carers should make an appointment with the class teacher so that the complaint can be dealt with quickly and efficiently.
- Parents should avoid approaching teachers at the beginning of the day or at the end of the day before children have been dismissed. This is so that the teacher can give the parent their full attention. When children are present, the teacher's main function is to teach.
- Class teachers will willingly see parents/carers after the close of school, providing training or other appointments are not conflicting with the parent's/carer's wishes to see them. If this is the case, the next available appointment time can be agreed quickly.
- Parents/carers can refer the matter to the relevant phase Team Co-ordinator. Our School's phase Team Co-ordinators are: **Mrs. Blair** - Nursery and Reception (Class 1 and Class 2); **Mrs. Redshaw** – Key Stage 1 (Class 3, Class 4 and Class 5); **Mrs. N. Tones** – Lower Key Stage 2 (Class 6, Class 7 and Class 8); **Mrs. Stephenson** – Upper Key Stage 2 (Class 9, Class 10, Class 11 and Class 12).
- If, after having seen the class teacher and/or the phase Team Co-ordinator, the parent/carer is not satisfied with the outcome, they are asked to make an appointment to see one of the Assistant Headteachers, Mrs. Wesson or Miss Smith, or the Deputy Headteacher, Miss Thompson.
- If the parent/carer is still not satisfied, they are asked to make an appointment to see the Headteacher.
- If, after seeing the Headteacher, a satisfactory resolution is not agreed, parents/carers should put their complaint in writing and address it to the Headteacher/Chair of Governors (Mr. M. Kay). The complaint will then be dealt with as in (B) below.

Parents/carers should be advised that the Deputy Headteacher is authorised to write to parents to discuss individual children's behaviour, should they become a cause for concern within the school. In the absence of the Headteacher, appointments with the Deputy Headteacher should be sought.



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(B)

- If the complaint is of a serious nature, or against a member of staff, parents may wish to see the Headteacher rather than the class teacher.
- All complaints will be dealt with openly and thoroughly. The Headteacher will investigate the complaint and will undertake, wherever possible, to give a written account to the parent in five working days, detailing findings of the investigation and action to be taken.
- Parents/carers will be invited into school to discuss the findings.
- In the event that they are still unhappy, the Chair of Governors will be available in school, by appointment, for the parent/carer to see.

### **If the school solution is unsatisfactory**

Parents/carers have the right to complain directly to the Local Authority, who will fully investigate the complaint, if it is established that the complainant has first sought a solution with the relevant bodies in school. The Local Authority will give details of the findings in a written statement.

### **General unease about School Procedures / Policies**

- Parents/carers should ask to see the Headteacher. The school offers an 'open-door' policy and the Headteacher would endeavour to see the parent/carers immediately unless other commitments prevented this.
- The school is anxious that parents/carers should be fully involved in their child's education. We would encourage parents to voice any queries or concerns so that matters can be resolved quickly and informally.

**Finally, staff have the right to refer the parent directly to the Headteacher.**