

Complaints Policy

1 Introduction

- 1.1 We believe that our school provides a good education for all our children, and that the Head Teacher and other staff work very hard to build positive relationships with all complainants. However, the school is obliged to have procedures in place in case there are complaints by complainants. The following policy sets out the procedure that the school follows in such cases.
- 1.2 If any complainant is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.
- 1.3 We deal with all complaints in accordance with procedures set out by the DfE.
- 1.4 All complainants have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

2 Aims and objectives

- 2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3 The complaints process

- 3.1 If a complainant is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.
- 3.2 Where a complainant feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head Teacher. The Head Teacher considers any such formal complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.
- 3.3 Should a complainant have a complaint about the Head Teacher, s/he should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The Chair of Governors will do all s/he can to resolve the issue through a dialogue with the school, but if a complainant is unhappy with the outcome, s/he can make a formal complaint, as outlined below.

Twyning School Complaints Policy

- 3.4** If the complainant is still unsatisfied, the matter should then be dealt with by a panel of Governors. The complaint must be in writing.
- 3.5** The governing body must consider all written complaints within three school weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.
- 3.6** After hearing all the evidence, the governors consider their decision and inform the complainant about it in writing. The governors do all they can at this stage to resolve the complaint to the complainant's satisfaction.
- 3.7** If any complainant is still not content that the complaint has been dealt with properly, then s/he should contact: Department for Education, School complaints Unit, 2nd Floor, Piccadilly Gate, Store Street, Manchester, M1 2WD

4 Monitoring and review

- 4.1** The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis (see appendix).
- 4.2** Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all complainants, so that they can be properly informed about the complaints process.

Next review date: Spring term 2021

Designated teacher: Headteacher/ Senior Management Team

Governor's Committee: Staffing

