



## **SHERWELL VALLEY PRIMARY SCHOOL COMPLAINTS PROCEDURE**

### **Overview**

Sherwell Valley Primary School values its relationship with parents, carers and the local community. School staff are happy to receive suggestions and comments to identify areas of success and where improvements can be made.

Any areas of concern or complaints will be treated seriously and fairly and it is in everyone's interest that complaints are resolved at the earliest possible stage.

Every effort will be made to resolve the matter informally and many enquiries and concerns can be dealt with by a teacher, the Assistant Headteacher, the Deputy Headteacher, the Headteacher or other members of staff, without the need for formal procedures. If it is not possible to resolve the matter informally the person raising the concern may decide to pursue a formal complaint.

The Headteacher is the school's Complaint Officer.

### **The legal bit**

Section 29 of the Education Act 2002 requires that:

(1) The governing body of a maintained school in England shall –

(a) establish procedures for dealing with all complaints relating to the school or to the provision of facilities or services under section 27, other than complaints falling to be dealt with in accordance with any procedures required to be established in relation to the school by virtue of a statutory provision other than this section, and

(b) publicise the procedures so established.

(2) In establishing or publicising procedures under subsection (1), the governing body shall have regard to any guidance given from time to time by the Secretary of State.

The School's Policy and Procedure in dealing with complaints is based on guidance issued by the DfE and a full copy of this guidance can be found at

<https://www.gov.uk/government/publications/school-complaints-procedure>

Details of the school's Complaints Policy will be held in the School Prospectus and on the School Website.

## **How to make a complaint**

The complaint can be made in person, by telephone or in writing. A record of the meeting or telephone call will be made on the Complaint Form and any relevant outcomes including referral to the next stage.

### **Stage 1** - Complaint heard by staff member (informal) within 24 hours

Please contact your child's class teacher in the first instance if your complaint is with regard to a child in school and the Headteacher if the complaint is with regard to the community and tell us:

- What the problem is;
- How and when it occurred;
- How it has affected you

The complaints co-ordinator will be informed of the outcome

If not resolved

### **Stage 2** – Complaint heard by **Assistant Headteacher/Deputy Headteacher/Headteacher (formal)**

- Acknowledge receipt of complaint within 48 hours and advise of the next steps
- Write to complainant with outcome of investigation

The complaints co-ordinator will be informed of the outcome

If not resolved

### **Stage 3** -Complaint heard by **Chair of Governors (formal)**

- Acknowledge receipt of complaint within 48 hours and advise of the next steps
- Write to complainant with outcome of investigation
- Ensure complaints co-ordinator informed of outcome

If not resolved

### **Stage 4** - **Governor's complaints panel meeting arranged (formal)**

A panel of governors would be selected and the panel would can dismiss the complaint in whole or part, uphold the complaint in whole or part, decide on the appropriate action to be taken to resolve the complaint or recommend changed to the school's systems or procedures to ensure that problems of a similar nature do not recur.

- Issue letter inviting complainant to meeting
- Issue letter confirming panel decision
- Advise of escalation routes to the Secretary of State for Education

The complaints co-ordinator will be informed of the outcome

Complaints against the Headteacher should be made in writing to the Chair of Governors who will respond within 48 hours and arrange a mutually convenient time to discuss the complaint in full.

Complaints against the Chair of Governors or any individual governors should be made in writing to the Clerk to the Governing Body c/o the school office marked private and confidential who will respond within 48 hours and arrange a mutually convenient time to discuss the complaint in full.

**What will the Department for Education do?**

If a complaint has exhausted the local procedures, the School Complaints Unit will examine if the complaints policy and any other relevant policies were followed in accordance with the provisions set out. The School Complaints Unit also examines policies to determine if they adhere to education legislation. However, the department will not re-investigate the substance of the complaint. This remains the responsibility of schools.

If legislative or policy breaches are found, the School Complaints Unit will report them to the school and the complainant and, where necessary, require remedial action to be taken. Failure to carry out remedial actions could ultimately result in a formal Direction being issued by the Secretary of State.

## Complaint Form

Please complete and return to the Headteacher (complaints co-ordinator) who will acknowledge receipt and explain what action will be taken.

**Your name:**

**Pupil's name (if relevant):**

**Your relationship to the pupil (if relevant):**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Please give details of your complaint.**

**What action, if any, have you already taken to try and resolve your complaint.**

**Who did you speak to and what was the response?**

**Resolved/un-resolved**

**Next step**