



Langford Primary School

Complaints Policy

COMPLAINTS POLICY

Purpose

A complaint is an expression of dissatisfaction, whether made verbally, or in writing. This policy explains the approach and procedures for dealing with general complaints at Langford Primary School.

Approach to complaints

Langford Primary School places the quality of teaching and pastoral care of our pupils at the centre of all we do. If parents/carers have a concern or a complaint they can expect that it will be taken seriously and all efforts made to resolve the issue. Complaints will be treated as confidential unless the school is required by law to release the records.

Our procedures for dealing with complaints will:

- Be fair and open
- Be available on the school website
- Be easy to understand
- Be focussed on outcomes
- Have established time limits for action
- Keep people informed at all stages
- Provide information to the senior management team to improve procedures and practices

A staged approach is taken to complaints at Langford:

Stage 1: Informal Stage

We aim to resolve complaints quickly and informally at school level by working with the parent/carer to find a solution. Parents/carers are encouraged to initially address complaints to the staff member concerned, or your child's teacher. We will aim to resolve the matter within 5 working days.

Stage 2: Formal Stage – Head teacher

If the complaint cannot be resolved on an informal basis then the parent/carer must submit a formal complaint, in writing, to the Head teacher.

The Head teacher will meet, in person or by telephone, with the parent/carer within 5 working days of receiving the complaint and carry out any relevant investigations.

The subsequent outcome/decision, including an explanation for the decision, will be communicated to the parent/carer, in writing, within 10 working days of the meeting.

If the matter is complex and requires a longer timeframe then this will be communicated to the parent/carer.

Stage 3: Panel Hearing

If the issue remains unresolved after Stage 2 the parent/carer may write to the Chair of Governors of the Local Governing Board.

The complaint will be acknowledged, in writing, within 5 working days of receipt of the complaint.

The Chair of Governors will convene a panel of at least three people who have not been directly involved in the matters related to the complaint. One member will be independent of the management and running of Langford Primary School. The panel will meet within 15 working days of receipt of the complaint and the parent/carer advised of the meeting date as soon as it is agreed.

The parent/carer may attend the panel meeting and be accompanied by another person if they wish.

The panel will make findings and recommendations and, within 10 days of the meeting, will provide a copy to both the parent/carer, the Head teacher, the Local Governing Body and, where relevant, the person complained about.

Records maintained regarding complaints

Records of all telephone calls, meetings and agreed actions at all stages throughout the complaint process will be retained and are available to the parent/carer.

The school will keep a record of all formal complaints that contains the following information:

- Date issued raised/complaint submitted
- Name of parent/carer
- Name of pupil
- Brief statement of issue
- Staff member handling the issue

- Brief statement of outcome (including whether resolved at stage 2 or proceeded to a panel meeting)
- Location of file holding detailed evidence

What to do if a complaint remains unresolved

If a complaint has not been satisfactorily resolved after Stage 3 then parents/carers may complain directly to the EFA via their website:

<https://www.gov.uk/government/publications/setting-up-an-academies-complaints-procedure/putting-in-place-a-complaints-procedure>

Complaints by Members of the Public

Complaints made by members of the public will be treated in the same manner as complaints made by parents/carers.

Matters not covered by this policy

This policy does not deal with complaints regarding:

- Exclusions
- Admissions
- Statutory assessments of Special Educational Needs (SEN)
- Matters likely to require a Child Protection Investigation
- Whistleblowing

Start Date	January 2018
Policy Owner	Seamus Gibbons (Head teacher)