



HOLY TRINITY CE PRIMARY COMPLAINTS PROCEDURE POLICY

Holy Trinity Mission Statement

We strive to be the best we can be in an inclusive, safe and supportive learning community; to nurture and equip pupils with positive attitudes so that they become effective members of a multi-cultural community who demonstrate the values of hope, faith and love and develop self-discipline and confidence in a Christian family environment.

"Pray together, learn together, play together"

Holy Trinity Church of England School

Parental Complaints Policy

Holy Trinity CE Primary School follows the Southwark Diocesan Board of Education (SDBE)

Statement

Holy Trinity CE Primary School strives to provide a good education in a Christian setting for all pupils. The headteacher and other staff work very hard to build positive relationships with parents/carers and other members of the school community. However, in the event of a complaint the school has a policy to ensure that it is dealt with quickly and effectively. The following policy sets out the procedures the school follows in such cases.

Aims

- To encourage strong home-school links.
- To be fair, open and honest when dealing with any complaint.
- To affirm the partnership between staff, parents and governors as we work together for the good of pupils within the school.
- To resolve any complaint through discussion and mutual understanding; keeping the interest of the child at the centre of any issues.

General

- The proceedings surrounding a complaint, as well as oral and written information, should be handled in confidence.
- All parties involved in a complaint have equal rights.

Complaints against members of Staff

- Members of staff will be informed of the content of any complaint as soon as possible and within 5 school days.
- A staff member will be given the opportunity to explain his/her action and receive advice as required.
- Complaints about the headteacher should be made or sent to the Chair of the Governing Body, who will investigate the matter personally or name an alternative governor.

Stages in the Complaints Procedure

We deal with all complaints in accordance with guidance set out by the SDBE procedures and The London Borough of Lewisham (LA) guide. The Chair of Governors (CoG) will investigate any formal complaint. Should a parent/carer remain dissatisfied the school's Complaints Panel may meet. Their decision final.

All parents/carers 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.

Preliminary Stage

- Most parents/carers' concerns can be resolved by discussing the matter with the class teacher in the first instance.
- If the concern is not resolved, the headteacher or a member of the senior leadership team (SLT) may meet with the parent/carer to have an informal discussion. Time should be given for any investigation to take place. However, the aim is for the headteacher or SLT to give a response in approximately seven (7) school days.
- If the concern is still not resolved, the parent/carer should be advised that the complaint be put in writing.

Stage 1 - Formal

- Written complaints to the headteacher or SLT to be acknowledged in two (2) working days.
- The concern is investigated and a response given in five (5) school days.
- A note taker will take notes at all formal meetings. All notes are to be kept in a secure place, signed and dated.

Stage 2 – Formal

- If the Chair of Governors (CoG) receives a written complaint from a parent/carer s/he should consult with the headteacher before taking action.
- The informal stages of the Complaint Procedure should have taken place.
- The CoG should acknowledge the written complaint within two school days. A further response should be within 10 school days.

Stage 3 – Formal

- If the matter remains unresolved after the CoG's action, the Complaints Panel may meet to consider the concern.
- The Clerk to the governors should set up the meeting within twenty (20) school days. At least ten (10) school days notice to be given to: members of the Panel, complainant, Headteacher and the Chair of Governors. The Local Authority (LA) complaints officer should also be notified.
- The agenda and documentation must be sent to all parties seven (7) school days in advance.

- The decisions and recommendations of the Complaints Panel are sent as soon as possible to all parties. This must be done within two (2) school days. The panel's decision is final.

Monitoring and Review

The governors monitor the complaints policy 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.

This log is reviewed by the Curriculum & Resources Committee at intervals and reported to the school's Governing Body. Governors will take into account any local or national decisions that may affect the complaints process and make modifications necessary to this policy.

This policy is made available to all parents/carers, so that they can be properly informed about the complaints process.

The school will monitor the handling and outcome of any formal complaints by recording:

- The number of complaints and categories
- Whether the complaints were dealt with within the agreed time limits
- The stages at which the complaints were ended satisfactorily
- The effectiveness of the school's overall policy.

Policy History

First Draft	Nov 2009
Reviewed	March 2013
Next Review	This Policy is currently under review- March 2017