

	<b>Policy Statement</b>	
	<b>Subject</b>	<b>Complaints Policy</b>
	<b>Coordinator</b>	Headteacher – JS
	<b>Date</b>	01/09/2016
	<b>Review date</b>	01/09/2019

## **Complaints Policy**

### **Introduction**

It is hoped that any concerns or problems can be resolved informally because of the positive relationships the school has with its stakeholders. However, schools are obliged to publish the formal procedures that will be taken should that not be the case. This policy is in place to facilitate the quick and successful resolution of any complaints any person may have with the school or its staff.

A complaint is defined as ‘an expression of dissatisfaction however made, about actions taken or a lack of action’. (Best Practice Advice January 2016 DfE)

### **Aims and objectives**

School will:

- be open and honest
- deal with complaints sensitively and respect confidentiality where appropriate
- set realistic and reasonable time limits to resolve complaints as quickly and efficiently as possible
- give careful consideration to all complaints
- aim to resolve any complaints through dialogue and mutual understanding
- put the child’s best interests first

The governors will ensure that procedures in this policy are adhered to.

### **The complaints process**

#### **Stage one**

If you have a concern or are unhappy with any aspect of school, speak to the class teachers or the person responsible for the aspect in school. Most matters can be dealt with effectively in this way. Staff in school want to know that all children are happy in school and making expected progress. They want to know if there is a problem and will resolve it immediately wherever possible.

If you are not happy with the response, then the concern should be raised with the Assistant Heads: Gareth Baterip, Sarah Berry or Andrew Ramsden.

#### **Stage two**

If you are not happy with the outcome you can take the matter further by taking it to the Head (Janice Stephenson) or Deputy Head (Claire Thompson). Your complaint will be fully investigated and a response made within 10 working days.

A complaint may be made in person, by telephone or in writing. Brief notes will be kept of what has been said and the final outcome recorded. Complainants have a right to copies of these notes.

### **Stage three**

If you are still not happy with the outcome, you can make a formal complaint in writing to the Chair of Governors: Jackie Walters. Her contact details can be obtained from the School Office or via the School Governor Service. The nature of the complaint and how the school has dealt with the situation so far should be detailed.

The governing body will review the complaint and respond within 15 working days. If the case is expected to take longer to review, the governing body will inform you of this.

If the Chair of Governors feels that a panel of governors would help to resolve the complaint, she will call for a hearing with a panel of governors. The hearing will take place within a month at a mutually convenient time.

The final outcome and the reasons for this decision will be made in writing.

### **Stage four**

If you feel that school has not dealt with your complaint properly, you can make a complaint to the local authority on 01274 432111 or going online at [www.bradford.gov.uk](http://www.bradford.gov.uk)

If you still remain dissatisfied, Ofsted may consider your complaint. You can contact their helpdesk on 0300 01234 234 or email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

If a complaint has been dealt with unlawfully or unreasonably, you may also contact the Secretary of State for Education School Complaints Unit on 0370 000 2288 or going online at [www.education.gov.uk/help/contacts](http://www.education.gov.uk/help/contacts)

### **Complaints about the Headteacher or a governor**

If you have a concern about the Headteacher, contact a member of the governing body informally who will try to resolve the issue through dialogue with the school. If the matter is not satisfactorily resolved, then the complainant should make a formal complaint to the Chair of governors in writing.

Complaints against a member of the governing body should be made by writing to the Clerk to the Governing Body.

The School Office will provide any necessary contact details.

### **Serial or persistent complainants**

School will do its best to be helpful and resolve any issue as it arises. However, school has the right to stop responding to complaints if there is reason to believe an individual has the intent to cause disruption, the complaint is aggressive or abusive, or the complaint is personal or threatening. School will contact the local authority to co-ordinate a response in such cases.

### **Statutory Complaints**

Some complaints are outside the scope of this policy and have specific procedures already in place that are stated in the appropriate policy. These are: Admissions, Safeguarding, Exclusions, Special Educational Needs, Whistleblowing, and Staff Grievance and Disciplinary Procedures.

### **Monitoring and Review**

All complaints are logged by the school and the governors will review this log annually.

The policy will be reviewed to take account of local and national modifications as they arise.

Policy ratified: December 2016

Signed:

(Chair of Curriculum and Policies Committee)