

Quercus Federation

Complaints Procedure 2016-2017

Introduction:

The fundamental objective of the school is to create and maintain a safe, happy and healthy learning environment where every pupil can achieve their full potential. Our ethos is to work in a spirit of co-operation between parents, guardians, staff and governors.

It is recognised that from time to time parents or guardians may have issues with the way the school discharges its responsibilities to meet its obligations, and these issues may be raised as complaints directly with the school.

In line with the requirements of the Education Act 2002, Quercus Federation will:-

Have a complaints procedure that is easily accessible, simple to use and easy to understand.

Promote an open door policy where every parent can express their concerns to any member of staff.

Encourage resolution of problems by informal means wherever possible.

Resolve all issues swiftly to established timescales, impartially and in a spirit of co-operation.

Ensure a full and fair investigation by an independent person where necessary.

Respect people's desire for confidentiality.

Provide an effective response and appropriate redress where necessary.

Ensure that the Governing Body regularly monitors complaints received by the school.

Northiam CEP School prides itself on the quality of the teaching and the pastoral care provided for its pupils. However if parents do have concerns, they can expect any issues raised to be treated seriously by the school in accordance with this policy document.

The Complaints Procedure

Informal Stage 1 – Review by Class Teacher - Parent/carer discuss their concerns with child's class teacher, or if they prefer another member of the School's teaching staff. If a resolution cannot be sought at this level or the complainant is dissatisfied at the outcome of these initial discussions then the parent/guardian may wish to escalate the complaint to the next level of the procedure.

Informal Stage 2 – Review by Head of School - The parent/guardian should request an appointment to see the Head of School. This should be as soon as reasonably practical to avoid any possible worsening of the issue. The Head of School will investigate fully and communicate findings and/or resolution to the complainant(s) verbally or in writing depending on the nature of the issue. If the parent/guardian is not satisfied with the outcome at this stage then the complaint can be moved to the next level for a review by the Executive Headteacher.

Informal Stage 3 – Review by Executive Headteacher - The parent/guardian should request an appointment to see the Executive Headteacher. This should be as soon as reasonably practical to avoid any possible worsening of the issue. The Executive Headteacher will investigate fully and communicate findings and/or resolution to the complainant(s) verbally or in writing depending on the nature of the issue. If the parent/guardian is not satisfied with the outcome at this stage then the complaint can be moved to the next level for an independent review by the Governing Body Panel.

Formal Stage 3 – Review Governing Body Panel - The complainant should write to the Clerk of the Governing Body clearly stating their complaint and why they feel the matter has not been resolved. The process will follow these time scales:

1. Letter acknowledged and Governing Body Panel informed within 5 school days on receipt.
2. The Panel sets a date to meet as soon as reasonably practical but no longer than 15 school days from the acknowledgement date of the letter.
3. Governors Panel obtains a reports from the Executive Headteacher and any further information/documentation required within 5 school days before the meeting
4. If the Panel cannot meet because the end of term is less than 15 days from the date of acknowledgement of the letter of complaint, it must meet within 10 days of the start of the new term
5. The Governing Body Panel will communicate their findings to all parties concerned within 10 school days.

Complaint Form

Please complete and return to the School Office. The administrator will acknowledge receipt and explain what action will be taken.

Address: _____

Post Code: _____

Telephone: _____

Your name: _____

Pupils name: _____

Relationship to the pupil: _____

Please give details of the complaint: (continue on separate sheet if necessary)

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Attachments YES / NO - If YES then give details.

Signature: _____ Date: _____

Official Use Only

Received by: _____ Date: _____

Acknowledgment* sent by: _____ Date: _____

Complaint referred to: _____ Date: _____