



# **Jessop Stockwell Federation Complaints Policy and Procedures**

## **1. Introduction**

1.1 We believe that our school provides good education for all our children, and that the Head of School and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

## **2. Aims and objectives**

2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved. All teachers, managers and senior leaders work very hard to ensure that each child is happy at school, and are making good progress; they always want to know if there is a problem, so that they can take action before the problem affects the child's progress.

## **3. The complaints process – informal stage**

### How to share a concern

3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's Class Teacher. Most matters of concern can be dealt with in this way. The Class Teacher may seek the advice and support of their Team Leader so that a further appointment can be made with the parent. The parent can also request a meeting with a Team Leader.

3.2 When a parent is still concerned because they feel that the situation has not been resolved, they should then make an appointment to speak with an Assistant Head of School. Every effort is made to resolve the concern at this level.

3.3 The next stage of the informal complaints process is to make an appointment to see the Head of School. The Head of School will investigate the complaint and agree strategies with the parent to resolve the situation. There will be a further meeting with the Head of School and the parent, to review the progress.

3.4 Where a parent feels that a situation has not been resolved through contact with the Class Teacher, Children's Centre Manager, Team Leader, Assistant Head of School or Head of School or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Executive Headteacher. The Executive Headteacher considers any such complaint as very serious and investigates each case thoroughly. Most complaints are normally resolved at this stage.

### **The complaints process – formal stage**

#### What to do if the matter is not resolved through informal discussions and meetings

3.5 If an informal complaint fails to resolve the matter then a formal complaint should be made to the Executive Headteacher. This complaint must be made in writing, stating the nature of the complaint. The Executive Headteacher will have a formal meeting with parent so that every effort is made to resolve the situation. A thorough investigation will be made and the Executive Headteacher will meet with parents to review progress against the strategies put in place.

3.6 When the complaint is still not resolved (after a formal complaint has been made to the Executive Headteacher) then the parent can make a formal complaint to the Chair of Governors (CoG). This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the CoG through the school office.

3.7 The Chair of Governors (CoG) must consider all written complaints within three weeks of receipt. The CoG arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her/his complaint in more detail. The school gives the complainant at least three days' notice of the meeting. After hearing all the evidence, the CoG considers his/her decision and informs the parent about it in writing. The CoG does all s/he can at this stage to resolve the complaint to the parent's satisfaction.

#### Who to appeal to next

3.8 If the complaint is not resolved, a parent may make representation to the Local Authority (LA). Further information about this process is available from the school or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

3.9 If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

### **4. Monitoring and review**

4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head of School logs all complaints received by the school and

records how they were resolved. Governors examine this log on an annual basis.

4.2 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

<b>Policy compiled by:</b>	Head of School	<b>Date:</b>	Autumn 2020
<b>Policy to be reviewed by:</b> Autumn 2022			
<b>Signed Chair of Governors:</b>	<i>Adam Lenthall</i>	<b>Date:</b>	19/11/2020
<b>Signed Lead Headteacher:</b>	<i>Andrew</i>	<b>Date:</b>	19/11/2020

# Appendix One

## Complaint Flowchart

