

Berkeley Primary School

Complaints Procedure – (Spring 2011)

(Review: Governing Body –Spring 2014)

Coordinator: Debbie marklove

Governor: C & S Committee

1.0. Rationale

- 1.1. At Berkeley Primary School we work hard at developing and maintaining good relationships between home and school. Minor points can be discussed informally with staff when they accompany the children outside after school without any need to resort to the Complaints Procedure.
- 1.2. Nevertheless we recognise that sometimes things can go wrong. We believe that most complaints are the result of a misunderstanding or poor communication.
- 1.3. We expect all our children, staff, governors and parents to listen carefully and respectfully to each other, in which case complaints will be:-
 - made politely
 - received sympathetically
 - dealt with speedily to the satisfaction of all.

2.0. Aims

- 2.1 Every attempt will be made to resolve complaints informally in the first instance.
- 2.2. Complaints will be handled speedily and fairly. Conciliatory language will be used throughout.
- 2.3. Complaints will be given serious consideration, together with other comments and observations from parents and carers.
- 2.4. It will not be difficult to complain. The person complaining will be given fair treatment and have a chance to state their case.
- 2.5. Where appropriate decisions and reasons for them will be given in writing and the person complaining will be informed at the same time of any rights of appeal they have if they wish to take the matter further.
- 2.6. Parents or carers are assured of confidentiality and that there will be no victimisation of pupils. Independent advice will be available to parents.

- 2.7. This procedure will be publicised to parents. It will be simple to operate, and known and understood by parents, staff and governors.

3.0 Procedure

- 3.1. In the first instance, parents or carers should take their complaint to the Class Teacher. If the complaint is in relation to the wider community or general use of school facilities then the complaint should be addressed to the Headteacher in the first instance.
- 3.2. If the complaint has not been resolved by the first meeting, or if the complaint is of a more serious nature, an appointment should be made to see the Headteacher. Should an appointment need to be made, parents or carers should explain what it is about so that preliminary work can take place before the meeting and everybody will then be better prepared and informed.
- 3.3. Should the action agreed at the meeting with the Headteacher prove ineffective, parents should make another appointment to discuss the issue further.
- 3.4. If the Headteacher cannot resolve the complaint, complainants should contact the Chair of Governors, preferably, but not essentially, in writing.
- 3.5. The Chair of Governors will attempt to resolve the complaint informally and may contact the LEA's Area Education Officer for advice. If the Chair of Governors cannot resolve the complaint informally, he/she will ask the Appeals Panel to investigate the complaint and report back to the parent or carer.
- 3.6. If a complainant remains dissatisfied with the Appeals Panel's conclusion, he/she should contact the Area Education Officer Becky Woollet,
Area Education Officer for Stroud and the Cotswolds
Bownham Park Centre
Rodborough Common
Stroud
GL5 5DA
01452 328130
The LEA cannot overturn a decision of the school's Governing Body but it can help to resolve difficulties between schools and parents.
- 3.7. Finally, if a complainant believes that the Governing Body has acted unreasonably, or has failed to carry out its duties properly, they may complain to the Secretary of State for Education & Skills, Department for Education & Employment, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT, Tel. 020 7925 5000.
- 3.8. The names of organisations which can provide advice to parents, and are *independent* of the LEA, can be obtained from Ms Lyndsey Gill, Parents/Partnership Co-ordinator, at Shire Hall, Gloucester (details as in 3.6).

- 3.9. It is school policy to acknowledge complaints on the same day they are received and respond to them within 48 hours.
- 3.10. A record of complaints and how they were resolved, together with all related correspondence, is kept in the Headteacher's correspondence file.
- 3.11. The Headteacher will report upon what he/she considers to be formal complaints to the Governing Body, excluding those members of the Appeals Panel. In order to maintain confidentiality, the names of pupils and parents or carers will be excluded from the Headteacher's report.
- 3.12. This procedure also applies to any complaints received from the school's neighbours or the local community.

4.0. Review

The Complaints Procedure will be reviewed by the Governing Body, in line with the School Improvement Plan, during the Summer Term 2014.