

Mexborough Highwoods Primary School

Complaints Policy



Policy Number:	30	
Author(s):	BF	
Responsibility:	All Staff / Governing Body	
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Approved by Governing Body on:		
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Complaints Procedure.

All complaints that the school receives will be taken seriously. In many cases it will be possible for an immediate response to be given. However, if the complaint is of a particularly serious nature and cannot be dealt with immediately, it will be investigated and a response given in the timescales outlined below. Please be assured that every effort will be made by the school to reach an appropriate resolution.

Informal procedure

If you feel that you need further clarification about concerns that you have regarding what the school is doing for your child then it is important to contact their class teacher.

Please make an appointment to see your child's class teacher. You should expect an appointment within 2 days of requesting one.

During the meeting your child's class teacher will listen to your concerns and then give one of two responses:-

- An immediate response to your concerns, or
- An invitation to a further meeting to take place within 1 week. This will give time to the teacher to look at the matter you raise more fully. At the next meeting a response will be given to your concern.

A table showing you the most appropriate routes for different types of complaint is shown on appendix A

Formal procedure

If you are not happy with the response you have received in the informal procedure or you feel that your original concern is of a more serious nature, then it is important to make use of the school's formal procedures as follows:

- Making a complaint about an aspect of education we provide should be done by contacting the Headteacher or Deputy Head teacher personally by telephone, or in writing.
- The school will acknowledge your complaint in person or in writing within 3 days of receiving it.
- You will be given an opportunity to talk to the Headteacher, Mrs. Dunn or Deputy, Headteacher Mr Rhodes.
- You may seek support from a friend or advocate if you need help in making your complaint.
- If you wish to make a complaint on behalf of someone else, you will be required to seek his or her agreement to keep matters confidential. This agreement will be required in writing.
- The school will look into your complaint and tell you what they find and what action they are going to take, if any.
- You will be advised in writing, of any action or decision within 10 days of making the complaint.
- If you are not satisfied with the way the school has handled the complaint or with the response, the next stage is to contact the chair of the Governing Body.

The Chair of the Governing Body can be contacted as follows:

Dr Kate Wrennall
Contact through school

Parents /Carers may contact the chair of the Governing Body by telephone or in writing

- Mexborough Highwoods Primary School has arranged for a complaints committee of the Governing Body comprising of the Chair and two other governors to investigate complaints on behalf of the school
- The 3 members of the complaints committee will acknowledge receipt of a written complaint within 5 days and inform the parent/carer within 5 days and inform the parent/carer of the procedure to be followed.
- The complaints committee will investigate the complaint within 15 working days of receiving the request
- The complaints committee may invite you and the Headteacher to a meeting to hear the issues and reach a solution
- The parent/carer and the Headteacher may be accompanied by a friend/or advocate/or professional association representative

Appeal Committee

If you are not satisfied with the outcome of the complaint committee's investigation, you may appeal to an appeal committee of the Governing Body that will consist of the Vice-chair of the Governing Body and two other governors. Their decision is final.

Referral to the Secretary of State or Local Government Ombudsman

If you feel that the Governing Body has failed to discharge its responsibilities or is acting or proposing to act unreasonably, complaints can then be taken to the Secretary of State for Education or the Local Government Ombudsman. The Secretary of State may contact the Governing Body or the LA for more information in order to consider the complaint. The Secretary of State and the Local Government Ombudsman can be contacted as follows:

Contact: The Secretary of State for Education
Sanctuary Buildings
Great Smith Street
London,
SW1P 3BT
Tel: 0870 000 2288

The Local Government Ombudsman

Complaints about the maladministration of Local Authority Services including the way it operates any general complaint procedure may be made to the Local Government Ombudsman.

Contact:- Local Government Ombudsman for the East Midlands and North of England
Beverley House,
17, Skipton Road
York
Y03 6FZ
Tel: 01904 663200

However, the Ombudsman does not look at internal school management matters and usually expects that thorough attention has been given to a complaint locally before investigation by the Ombudsman.

October 2004

Appendix A

	Nature of complaint	First point of contact
1.	Concern about something that is happening in your child's class or at the school	Class teacher
2.	Not happy with response from class teacher.	Deputy Head teacher Head teacher
3.	Particularly serious concern about something that is happening in your child's class or at the school	Deputy Head teacher Headteacher
4.	Not happy with response from Deputy Head teacher	Head teacher
5.	Not happy with response from Head teacher	Investigation by Complaints Committee Chair o, f Governors
6.	Not happy with response from Complaints Committee	Appeals Committee
7.	Not happy with Governing Body discharging its responsibilities or feeling that the Governing Body has acted or is preparing to act unreasonably	The Secretary of State for Education, Sanctuary Buildings, Great Smith Street, London, SW1 P 3BT Tel: 0870 000 2288 Fax: 01928 794248 Local Gov. Ombudsman for the East Midlands and North of England, Beverley House, 17, Skipton Road, York, Y03 6FZ Tel: 01924 663200