

# Shelton Junior School



## Complaints Policy

<b>Headteacher Approval</b>  <b>Name:</b> Mr Jon Bacon <b>Date:</b> 28 November 2019	<b>Governor Approval</b>  <b>Name:</b> Ms K Phillips <b>Date:</b> 28/11/2019	<b>Shelton Junior School</b>  <i>Complaints Policy</i>  Last Reviewed: Nov 2019 Review date: Nov 2022
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## Policy Aims

This document meets the requirements set out in part 7 of the schedule to the Education (Independent School Standards) Regulations 2014, which states that we must have and make available a written procedure to deal with complaints from parents of pupils at the school. It is also based on guidance published by the Education and Skills Funding Agency (ESFA) on creating a complaints procedure that complies with the above regulations, and refers to good practice guidance on setting up complaints procedures from the Department for Education (DFE).

## Shelton Junior School Complaints Procedure

At Shelton Junior School, we undertake to provide a friendly and safe environment in which pupils will be helped to achieve their potential, both academically and socially.

We believe that a close partnership between the school, parents and pupils is essential to ensure pupil progress and well-being. In support of this, parents are invited to enter a Home-School Agreement. This agreement sets out the school's aims and values, as well as the responsibilities of the school and parents, and our expectations of pupils. It is written in conjunction with the school's Whistle Blowing Policy.

### **General Principles:**

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. Normally, any matter raised more than 3 months after the event, being complained of, will not be considered.
- All complaints will be treated in strictest confidence by the School and any individual making a complaint is requested to do likewise.

# Procedure for dealing with complaints from Parents/Carers of Children

The school intends to resolve complaints informally where possible, at the earliest possible stage. There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

This policy does not cover complaints procedures relating to:

- Admissions
- Statutory assessments of special educational needs (SEN)
- Safeguarding matters
- Exclusion
- Whistle-blowing
- Staff grievances
- Staff discipline

Please see our separate policies for procedures relating to these types of complaint.

Arrangements for handling complaints from parents of children with SEN about the school's support are within the scope of this policy. Such complaints should first be made to the SENCO or the Headteacher they will then be referred to this complaints policy. Our SEN policy and information report includes information about the rights of parents of pupils with disabilities who believe that our school has discriminated against their child.

Complaints about services provided by other providers who use school premises or facilities should be directed to the provider concerned.

# Raising a concern or complaint

## 1) Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment, requested via the school office. Many concerns can be resolved by clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Head Teacher (or to the Chair of the governing body, if the complaint is about the Head Teacher).

If you are uncertain about who to contact, please seek advice from the school office or the Clerk to the governing body.

## 2) Formal Stage

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Head Teacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Head Teacher, your complaint should be passed to the Clerk to the governing body, for the attention of the Chair of the governing body.

A Complaint Form is provided to assist you. You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed. If you want confidentiality maintained, the information provided cannot be used, unless someone is at risk.

Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Head Teacher, or to the Clerk to the governing body for the attention of the Chair of Governors, as appropriate.

The Head Teacher (or Chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

If this is not possible, the Chair of Governors may convene a complaints committee, within 15 school days. The complainant, the Headteacher and any member of staff about whom there are complaints will be invited to the meeting. Any person invited can bring a friend or supporter if they wish.

If the complaint is complex, the Chair of Governors can appoint an investigating officer to gather evidence and conduct preliminary interviews. The investigating officer will then support the complaints committee in hearing the case.

The complaints committee will consider any written material received in reasonable time prior to the hearing, and also give the person making the complaint and the Headteacher and staff an opportunity to state their case. The committee will ensure that all present are treated fairly. The complaints committee may elect to speak with additional parties following the hearing.

The committee will give a decision as soon as possible after the hearing, and will confirm it in writing, along with the reasons for their decision.

If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the clerk to the governing body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A Review Request form is provided for your convenience.

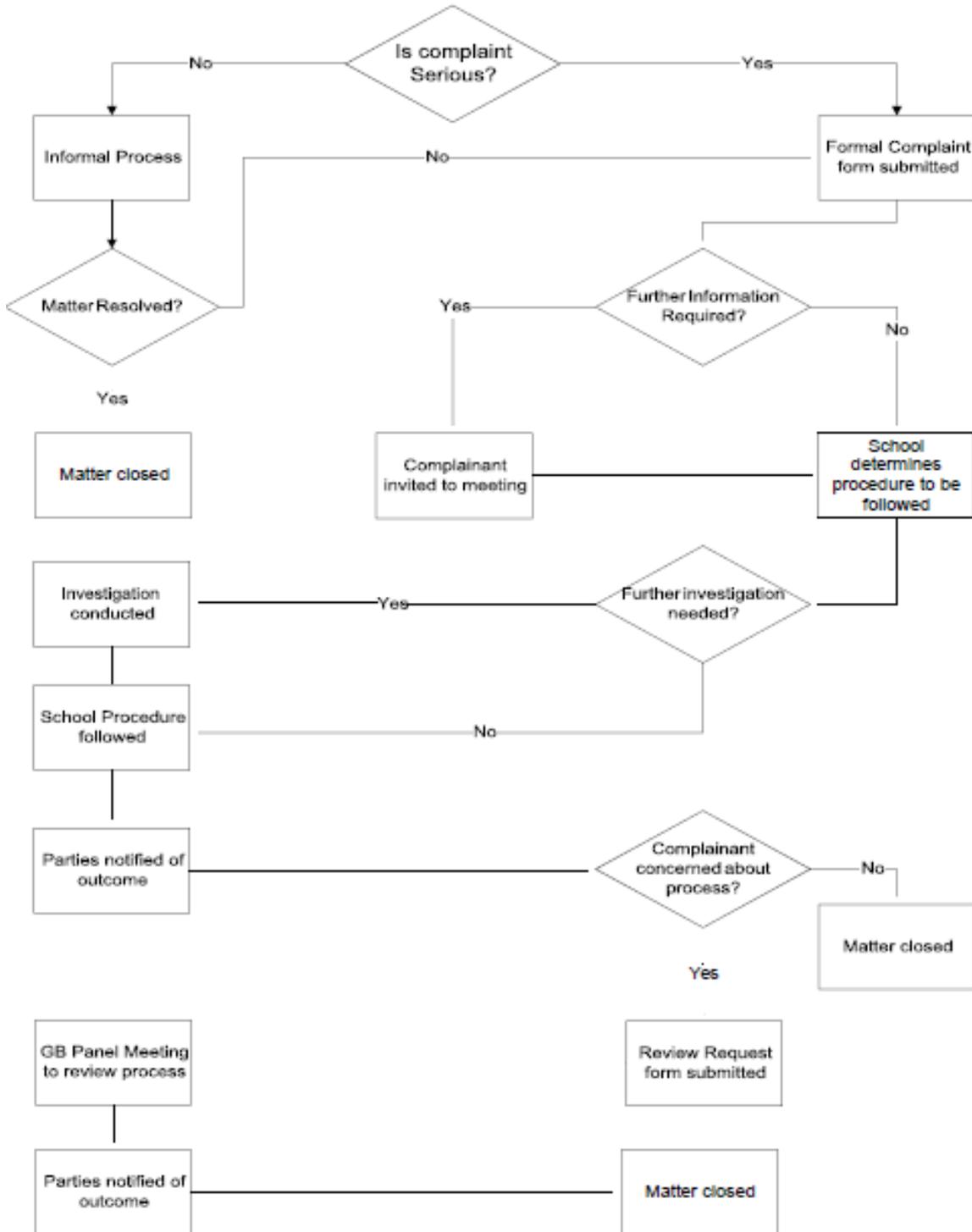
## **Review Process**

Any review of the process followed by the school will be conducted by a panel of 3 members of the governing body who were not involved with the original complaint procedure. This will usually take place within 10 school days of receipt of your request.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations will be considered.

# Summary of Process to Resolve Complaints

## Summary of Process to Resolve Complaints



## Shelton Junior School: Meeting Request Form

I wish to meet ..... to discuss the following matter:

Brief details of topic to be discussed:

Dates/times when it would be most convenient for a meeting:

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed)

Your Address:

Telephone numbers

Daytime:

Evening:

e-mail address:

Signed .....

Date .....

[Please complete this form and return it to the school office]

School use:

Date Form received:	Date response sent:
Received by:	Response sent by:

## Shelton Junior School Formal Complaint Form

Please complete this form and return it, via the school office, to the Head Teacher (or Clerk to the governing body), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your Name	
Relationship with school (e.g. parent of a pupil on the school roll):	
Pupil's name (if relevant to your complaint):	
Your Address:	
Daytime Telephone	
Evening telephone	
Email Address	
Please give concise details of your complaint, (including dates, names of witnesses etc...), to allow the matter to be fully investigated.:	
You may continue on separate paper, or attach additional documents, if you wish. Number of Additional pages attached =	
What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)	
What actions do you feel might resolve the problem at this stage?	
Signature:	
Date:	

### School Use:

Date Form received:		Date acknowledgement sent:	
Received by:		Acknowledgement sent by:	
Complaint referred to:		Date:	

## Shelton Junior School Complaint Review Request Form

Please complete this form and return it to Head Teacher (or Clerk to the governing body), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your Name	
Your Address:	
Daytime Telephone	
Evening telephone	
Email Address	

Dear Sir / Madam

I submitted a formal complaint to the school on ..... and am dissatisfied by the procedure that has been followed.

My complaint was submitted to ..... and I received a response from .....on  
.....

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

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

Signature:

Date:

### School Use:

Date Form received:		Date acknowledgement sent:	
Received by:		Acknowledgement sent by:	
Complaint referred to:		Date:	

