



## **Handale Primary School**

### **Complaints Procedure Policy 2018 - 2020**



There are times when the school receives a complaint from a parent or another party. This policy sets out the procedures that should be followed by all staff on receipt of a complaint.

#### **1 Principles**

- 1.1 Informal concerns relating to the school or the provision of facilities or services will be treated seriously at the earliest stage.
- 1.2 Concerns will be handled by the most appropriate person – member of the support staff, Class Teacher, a member of the Leadership team or the Headteacher.
- 1.3 Most concerns will be dealt with straight away by telephone or meeting. A record of the complaint and the outcome of the contact made should be kept and recorded in the labelled hard-back book kept in the office.
- 1.4 If a concern needs further investigation, collection of information or referral to another member of staff, then a record of the concern and action taken so far should be passed to that member of staff. Full details of the investigation including any contact made with the complainant must be kept and filed once the matter has been resolved.
- 1.5 The Headteacher must be kept informed at all stages.

#### **2 Investigating Complaints**

It is suggested that at each stage, the person investigating the complaint makes sure that they:

- establish what has happened so far, and who has been involved;
- clarify the nature of the complaint and what remains unresolved;
- meet with the complainant or contact them (if unsure or further information is necessary);
- clarify what the complainant feels would put things right;
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- conduct the interview with an open mind and be prepared to persist in the questioning;
- keep notes of the interview.

#### **3 Resolving Complaints**

- 3.1 At each stage of the procedure the person dealing with the complaint should keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:
  - an apology;
  - an explanation;
  - an admission that the situation could have been handled differently or better;
  - an assurance that the event complained of will not recur;
  - an explanation of the steps that have been taken to ensure that it will not happen again;
  - an undertaking to review school policies in light of the complaint.

- 3.2 It would be useful if complainants were encouraged to state what actions they feel might resolve the problem at any stage. An admission that the school could have handled the situation better is not the same as an admission of negligence.
- 3.3 An effective procedure will identify areas of agreement between the parties. It is also of equal importance to clarify any misunderstandings that might have occurred as this can create a positive atmosphere in which to discuss any outstanding issues.

If the concern raised is not resolved it should be referred to a more senior member of staff.

#### **4 Complaints**

- 4.1 When concerns have been discussed but not resolved then a complaint may be made formally. This should be in writing (using Complaint Form) and the complaint dealt with by the Headteacher.
- 4.2 Complaints against a member of staff will be referred to the Headteacher. The Headteacher may decide to conduct an investigation under the Disciplinary Procedure.
- 4.3 Complaints about the Headteacher, another individual or the school may be made to the Chair of Governors. These will be referred to the Headteacher and a response made by the Headteacher after consulting with appropriate staff. Where the complaint relates to the Headteacher another member of the Leadership Team or a representative of the LA may be involved.
- 4.4 The Headteacher will inform the Chair of Governors if the complaint cannot be resolved following an investigation and recommended action followed. Details of the investigation and a report of action taken will be kept in writing. A committee of governors may then need to meet.
- 4.5 Where a complaint is not resolved by the school; the LA will then take up the matter under their complaint's procedure.

#### **5. Complaints in relation to Special Educational Needs**

We value the partnership between parents/carers and staff and aim to create a supportive environment for discussion. However, if a parent/carer wishes to complain, they can do so first to the class teacher or SENCo or headteacher. If at any time parents are unhappy with the provision provided by the school or need further advice, they can get help and support from the local parent partnership service and access an informal disagreement resolution service provided through the LA.

Further advice can be found in the SEND Code of practice and the school's SEND policy.

<https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>

<http://www.handaleprimaryschool.co.uk/policies/>

#### **GDPR**

Our school aims to ensure that all personal data collected about staff, pupils, parents, governors, visitors and other individuals is collected, stored and processed in accordance with the [General Data Protection Regulation \(GDPR\)](#) and the expected provisions of the Data Protection Act 2018 (DPA 2018) as set out in the [Data Protection Bill](#). This applies to all personal data, regardless of whether it is in paper or electronic format. For more information see our Data Protection Policy 2018 and Privacy Notices.

**SCHOOL COMPLAINTS PROCEDURE: Complaint Form**

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

Your name:	
Pupil's name:	Class:
Your relationship to the pupil:	
Address:	
Postcode:	
Daytime telephone number:	
Evening telephone number:	
Please give details of your complaint:	

What action, if any, have you already taken to try to 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?

Signature:

Date:

**Official use only**

Date received:

Date acknowledgement sent:

By whom:

Complaint referred to:

Date: