

## Netherbrook Primary School Complaints Policy



Adopted by governors Jan 2010

Reviewed Nov 11

Reviewed March 2013

### **Introduction**

This policy gives guidance to parents and the wider community about raising concerns and making complaints about our School. This policy offers general guidance on these processes. Complaints dealt with directly by the school may include for example:

- Bullying
- Discipline
- School outings
- Uniform

Most parents get on well with the Head teacher and staff at our school, and as a school we ensure that teachers try to keep parents informed about school policies and their child's work. Any questions or worries that arise from time to time are usually answered promptly and helpfully. However, there may be times when parents consider their problems have not been dealt with properly and they wish to complain.

The following stages describe what you should do if you need to complain.

### **Step one – contact us**

- contact your child's teacher to make an appointment to discuss the problem.

If the matter is not resolved to your satisfaction:

- contact a member of the Senior Management Team – Foundation Stage Coordinator, Phase 1 coordinator, Phase 2 coordinator or Deputy Head teacher

If the matter is still not resolved to your satisfaction:

- contact the Head teacher to discuss the problem

The Head teacher (or representative) will:

- wherever possible respond to your complaint immediately OR, where this is not possible
- investigate your complaint and respond in writing within 10 school days OR
- invite you to a meeting to explain the outcome.

There are some issues that the Head teacher will not be able to deal with because they are the responsibility of the Council rather than the school (for example, school transport). If this applies in your case the school will ask you to contact the Directorate of Children's Services.

If you are not satisfied with the response you receive from the Head teacher you should go to the next step of the complaints procedure.

NB A copy of letters of complaints and a record of their outcome will be kept on file for at least three years.

## ***Step two - contact the Governing Body***

The Governing Body works closely with the Head teacher to:

- promote a high standard of educational achievement.
- take general responsibility for the conduct of the school.
- make sure that the National Curriculum is taught.

When raising your complaint with the Governing Body you should:

- contact the Chair of the Governing Body of the school in writing
- send your letter to the Chair of the Governing Body within four weeks of the discussion with the Head teacher.
- give clear details in your letter of your complaint.

The Governing Body will:

- acknowledge your letter within 10 school days (excluding holidays and weekends).
- tell you what arrangements have been made for your complaint to be considered.
- provide the opportunity for you to discuss your letter in more detail with the Governors dealing with the complaint, when you may take a friend or advisor with you. If your complaint can be put right straight away this should not be necessary.
- investigate your complaint thoroughly within 20 school days.
- write to you within 5 days of completion of the investigation explaining the results and telling you of any action that has been recommended to put matters right. A copy of the letter will also be sent to the Directorate of Children's Services.

If you are not satisfied with the response you receive from the Governors you may ask for your complaint to be referred to the next stage of the complaints procedure.

## ***Step three - contact the Directorate of Children's Services***

The Directorate has a responsibility to draw its concerns to the Governing Body and use its influence as necessary to ensure that schools raise standards.

You should:

- write to the Director of Children's Services at the address overleaf.
- give full details of your complaint and attach relevant papers.

The Directorate will:

- acknowledge your letter within 3 working days.
- investigate the way in which your complaint has been dealt with.
- write to you within 21 days explaining the outcome of the investigation and any recommendations.
- contact your school advising them of the outcome and, where appropriate, the steps needed to put matters right.

Where the complaint remains unresolved it can be submitted to the Secretary of State on the grounds that the Governing Body or the Council is acting unreasonably.

Where there are other ways of appealing or complaining you will be given advice about what to do. These are some examples of when there are other procedures:

#### Admissions to Schools

Guidance notes are issued to parents wishing to appeal against a decision not to give their child a place at the parent's preferred school.

#### Suspension or Exclusion of Pupils from School

The letter sent by the Head teacher to parents in these cases will explain the rights of appeal.

#### Additional Educational Provision (special needs)

Information and guidance notes about appeal procedures are available to parents in our special needs policy

#### School Re-organisation Proposals

Public notices are issued giving details of when a new school is proposed or proposals for an existing school to be closed or amalgamated. The notices will explain how individuals can express their views.

The aim of the Directorate of Children's Services is to:

- ensure that all those who complain are treated fairly and consistently;
- ensure that concerns and complaints are dealt with within a given period of time;
- provide a structured process if complaints need to be taken further;
- use information from complaints to improve our service and to raise standards in schools.

#### Contact Details

**Name:** Directorate of Children's Services

**Address:** Westox House  
1 Trinity Road  
Dudley  
West Midlands  
DY1 1JQ

**Tel:** 01384 814225

**Fax:** 01384 814216

**Contact:** [General Contact Form](#)

If you feel you need to contact OFSTED to complain the contact address and website details are as follows:

To make a formal complaint write to: Enquiries  
National Business Unit  
Ofsted  
Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA.

Or you can fill in an online complaints form at <http://live.ofsted.gov.uk/onlinecomplaints>.