



Brereton C of E (A) Primary School

Complaints Policy

At Brereton we are committed to working in partnership with parents in a spirit of mutual respect and co-operation. All the decisions that are taken in regard to the care of and educational provision for the children in our school are done so in their best interests. On occasions it may be that decisions or actions taken result in a parental concern or worry. The aim of this procedure is to ensure that those concerns or worries are dealt with quickly and reassuringly in the interests of maintaining positive and mutually supportive home-school relations.

Stage One

Parents should contact the class teacher at the earliest possible opportunity if they have concerns regarding:

- their child's welfare or progress
- the curricular provision for their child

Parents are reminded that approaches should be made in a courteous and respectful manner. Class teachers will note the nature of the concern and any action to be taken. If the issue cannot be successfully resolved parents should contact the Headteacher or Assistant Headteacher.

Stage Two

Parents should contact the Headteacher when:

- discussions with the class teacher have not resolved the issue
- they feel that a member of staff has behaved in an unacceptable manner

The Headteacher will document the concern and investigate the matter raised, if necessary. Parents will then be contacted, as soon as possible, to be informed of any outcomes. If the issue cannot be resolved successfully in this informal way parents may wish to make a formal complaint (Stage Three).

Stage Three - Official Complaint

Parents should use the official complaint form, available from the school office, to write to the Chair of Governors giving details of the complaint when:

- discussions with the Headteacher have not resolved the issue
- they feel that the Headteacher has behaved in an unacceptable manner

Receipt of the complaint form will be acknowledged within five working days. The Chair will then investigate the complaint and decide whether to refer it to the Governing Body's complaints panel. The complainant will be informed of the decision in writing within ten working days of the acknowledgement.

The governors' complaints panel hearing is the last school-based stage of the complaints process.

Individual complaints are not heard by the whole Governing Body at any stage, as this could compromise the impartiality of any panel set up for a disciplinary hearing against a member of staff following a serious complaint.

The Complaints Panel

The panel can:

- dismiss the complaint in whole or in part
- uphold the complaint in whole or in part
- decide on the appropriate action to be taken to resolve the complaint
- recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur

The aim of the hearing, which will be held in private, will always be to resolve the complaint and achieve reconciliation between the school and the complainant.

The panel will acknowledge that parents often feel emotional when discussing an issue that affects their child. The panel chair will ensure that the proceedings are as welcoming and informal as possible.

Roles and Responsibilities

The clerk is the contact point for the complainant and will:

- set the date, time and venue of the hearing, ensuring that the dates are convenient to all parties and that the venue and proceedings are accessible
- collate any written material and send it to the parties in advance of the hearing
- meet and welcome the parties as they arrive at the hearing
- record the proceedings
- notify all parties of the panel's decision

The Chair of the Governing Body will:

- check that the correct procedure has been followed
- notify the clerk to arrange the panel



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The Chair of the Panel has a key role, ensuring that:

- the remit of the panel is explained to the parties and each party has the opportunity of putting their case without undue interruption*
- the issues are addressed*
- key findings of fact are made*
- parents and others who may not be used to speaking at such a hearing are put at ease*
- the hearing is conducted in an informal manner with each party treating the other with respect and courtesy*
- the panel is open minded and acting independently*
- no member of the panel has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure*
- each side is given the opportunity to state their case and ask questions*
- written material is seen by all parties. If a new issue arises it would be useful to give all parties the opportunity to consider and comment on it.*

Notification of the Panel's Decision

The chair of the panel will ensure that the complainant is notified of the panel's decision, in writing within ten working days. The letter will explain any further rights of appeal and to whom they need to be addressed.

Complaints from Staff

Violent behaviour towards staff will not be tolerated. Violence is not restricted to acts of aggression that may result in physical harm but incorporates behaviour, including the use of gestures and language, that may cause the victim to become afraid or feel threatened or abused.

Staff will inform the Headteacher or deputy Headteacher if they are approached in a discourteous or aggressive manner. The Headteacher will take one or all of the following actions depending upon the seriousness of the behaviour:

- contact the person responsible and invite them to discuss the situation*
- write to the person responsible detailing expectations of behaviour and warning them that persistent unacceptable behaviour will result in a ban from school premises*
- ban the person responsible from the school premises*

In extreme cases it may be necessary to call the police and have the person responsible removed from the premises.

Complaints from Members of the Public

Occasionally the school receives complaints regarding children's behaviour on the way to and from school. In such cases the Headteacher will try to establish the names of the children involved and ask the class teacher to investigate. The matter will then be dealt with in accordance with our Behaviour Policy. Parents will be contacted and informed if necessary.

This policy was ratified by the Governing Body, after due consultation with staff at its meeting on 2nd November 2010.

This policy will be reviewed in November 2013.



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Complaint Form

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

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?



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

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: