



CAMBOIS PRIMARY SCHOOL COMPLAINTS POLICY

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General Introduction and Purpose

This document has been prepared to clearly define the School's policies and procedures for complaints made to the School.

Section 1 defines how the School Governors want complaints to be dealt with. This is for general publication to the School Community and will be accessible via the website.

Section 2 defines the procedure the school will follow to resolve concerns and complaints raised by members of the School Community and provides clear guidance for anyone wishing to make a complaint.

Section 3 provides the DfE guidance on complaints. This is the guidance on which the Procedure is based and contains supplementary information to support the School and Governors in resolving complaints made and contact details for relevant external bodies are appended to this procedure.

It is the policy of the School Governors that all complaints made to the School Organisation will be listened to and treated seriously and that the procedure for resolving complaints shall be fair clear and efficient.

The Governors will not require the School Staff to respond to complaints that are couched in offensive, aggressive or threatening language.

Certain complaints may relate to aspects of service that are not within the School's control. A summary of these is provided on the following sheet. When this is the case the School will advise the complainant of the responsible body for managing the complaint.

The school will publish and update a procedure for complaints that will be made available to all those in the School community. A copy of the procedure will be provided by the School Office on request.

The School will advise and assist the complainant on the procedure to be followed.

The School will strive to resolve the complaint quickly and efficiently to the satisfaction of the complainant.

Where complaints are not resolved by the School to the satisfaction of the complainant and additional external means to further pursue the complaint are available appropriate information shall be provided to the complainant by the School to permit access to those resources.

Stage 1

Normal time span	Dealing with the Concern Directly
5 working days	<p>If you have a concern, you should try to speak directly with a member of staff.</p> <ul style="list-style-type: none"><input type="checkbox"/> if you consider this in-appropriate, please arrange to speak to the class teacher.<input type="checkbox"/> If the concern is not resolved by speaking with the member of staff or phase leader, then arrange to speak to the Asistant Headteacher or the Headteacher.<input type="checkbox"/> If the complaint is about the Headteacher, consider making an appointment to see the Headteacher so that they can resolve the problem.<input type="checkbox"/> If you are convinced it is not appropriate to raise the issue through these steps, please use Stage 2

Stage 2

Normal time span	Dealing with the Concern Directly
15 working days	<p>If the complaint is unresolved by the Headteacher, or you believe it should be raised at a higher level you can ask for a complaint form from the school office complete it and submit it to the school office for the attention of the Chair of Governors.</p> <ul style="list-style-type: none"><input type="checkbox"/> You should receive an acknowledgement within five working days. The Chair of Governors will look into your complaint and invite the member of staff to give her or his point of view.<input type="checkbox"/> With complex complaints, the Chair of Governors may ask the Head Teacher for a written report. He or she will then write to you about his or her decision and inform you of any action he or she proposes to take.

The school will keep a log book of all complaints that reach stage 2 of this process listing the name of the complainant, date received, who dealt with it, date of response, and action taken.

Stage 3

Normal time span	Dealing with the Concern Directly
30 working days	<p>If you are still unhappy about the outcome, you may write a letter to the clerk of the governing body, care of the school, and request that the governors investigate your complaint.</p> <ul style="list-style-type: none"><input type="checkbox"/> A small panel of three school governors will invite you to a meeting (hearing). You will be able to put your side of the story to them. The headteacher and chair of governors (or his/her nominee) will also be present to give their points of view.<input type="checkbox"/> The panel will decide on whether or not to uphold your complaint and on the action that the school should take. Its decision is binding on the headteacher and chair of governors. You will receive a letter after the meeting to explain what the panel decided.

Each complainant will receive a formal response in writing, once the investigation is complete.

If, in the course of an investigation, the governing body considers that disciplinary action should be taken against a member of staff, disciplinary proceedings will be initiated.

All those involved in the investigation or hearing will not participate in the disciplinary action that may follow - in order to secure natural justice.

Stage 4

If the School has not resolved a complaint to your satisfaction you may take the issue further by contacting one of the following bodies.

Curricular Complaint write to The Director of Children's Services Northumberland County Council	Non-Curricular Complaint – write to
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You also have a right to complain to OFSTED (The Office for Standards in Education) following the guidance in Appendix 2 and the DfE directly following the guidance in Appendix 3.

If you unclear about who to complain to, the school will advise you.

Appendix 1

The Complaint Form

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

Your name:

Pupil's name (If appropriate):

Your relationship to the pupil(If applicable)

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)?

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:

Appendix 2

Complaining to Ofsted

The Education (Investigation of Parents' Complaints)(England) Regulations 2007 (SI 2007 No 1089) introduced a new procedure for dealing with parents' complaints through Ofsted. The regulations provide for the fact that Ofsted cannot look into complaints if there are alternative, more suitable legal approaches. In addition, Ofsted cannot investigate a parent's complaint until the parent has exhausted all internal methods and appeals, though this can be waived at the discretion of Her Majesty's Chief Inspector of Schools.

Parents may complain to Ofsted about

the work of the school as a whole;

whether the school is providing a good enough education;

whether pupils are achieving as much as they should;

whether pupils' different needs are being met;

whether the school is well led and managed;

whether the school is wasting money;

whether pupils' personal development and well-being are being neglected; and

the school not contributing to the well-being of the community as a whole.

Ofsted may not consider complaints about the

admissions procedure;

exclusion of individual pupils;

provision for individual pupils with special educational needs;

incidents that are alleged to have taken place; and

how well or badly a school investigated or responded to a complaint or mediated between a parent and the school to resolve the complaint.

To make a complaint, parents should write or complete an online form at www.ofsted.gov or email enquiries@ofsted.gov.uk

Ofsted will investigate a complaint which it has received by referring it to the local managing inspector but not automatically inform the parent/s of the outcome as there could be issues of confidentiality surrounding the matter investigated.

If Ofsted cannot take the matter forward, it will explain to the parent/s the reason why and direct her/him/them to the body that may be able to help.

Appendix 3

Complaining to the Government Department for Education

The Department for Education has an on-line complaint form that may be used to make a complaint about the school. The DfE is unlikely to consider any complaint that has not exhausted all local complaints procedures before the complaint is filed with the DfE.

The link to the complaint form is below:

<https://www.education.gov.uk/schools/leadership/schoolperformance/school-complaints-form>