



POWELL CORDEROY SCHOOL

COMPLAINTS POLICY

Last reviewed: September 2015

Due for review: September 2018

Owner: Chair of Governors

Reviewed by: Full Governing Body

Review Status: Every 3 years

1 Introduction

At Powell Corderoy Primary School we strive to provide a good education for all our children. The headteacher and staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.

If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school including before and after school clubs, we encourage them to talk to the child's class teacher immediately.

The school will deal with all complaints in accordance with procedures laid down by the LA, following the revised guidance entitled '**Responding to Concerns About Surrey County Council Schools: 2015**'. If the school itself cannot resolve a complaint, those concerned can refer the matter to the LA.

All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

2 Aims and objectives

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3 The complaints process

The complaints process is summarised in a flowchart which can be found in Appendix 1.

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience, most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.

- 3.2 Where parents feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the headteacher. The headteacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.3 Should any parents have a complaint about the Headteacher or feel that their complaint has not been resolved satisfactorily by the Headteacher, they should refer the complaint to the Chair of the Governing Body c/o Powell Corderoy Primary School in writing, stating the nature of the complaint. The Chair will consider the problem fairly and seek a resolution within a week.
- 3.4 If the Chair fails to resolve the matter within a week you may write again to the Chair of Governors' stating that you wish to make a formal complaint. The Governing Body will then within three weeks

convene a small panel of governors, who have not been involved previously, to look in detail at the issues raised. The person making the complaint may be invited to the meeting so that s/he can explain the complaint in more detail. The school will give the complainant at least three days' notice of the meeting.

- 3.5 After hearing all the evidence, the governors will consider their decision and inform the parent about it in writing. The governors will do all they can at this stage to resolve the complaint to the parent's satisfaction.
- 3.6 If the complaint is not resolved, a parent may make representation to the Local Education Officer at the following address:

The Local Education Officer
South East Area Education Office
Consort House
5-7 Queensway
Redhill
RH1 1YB

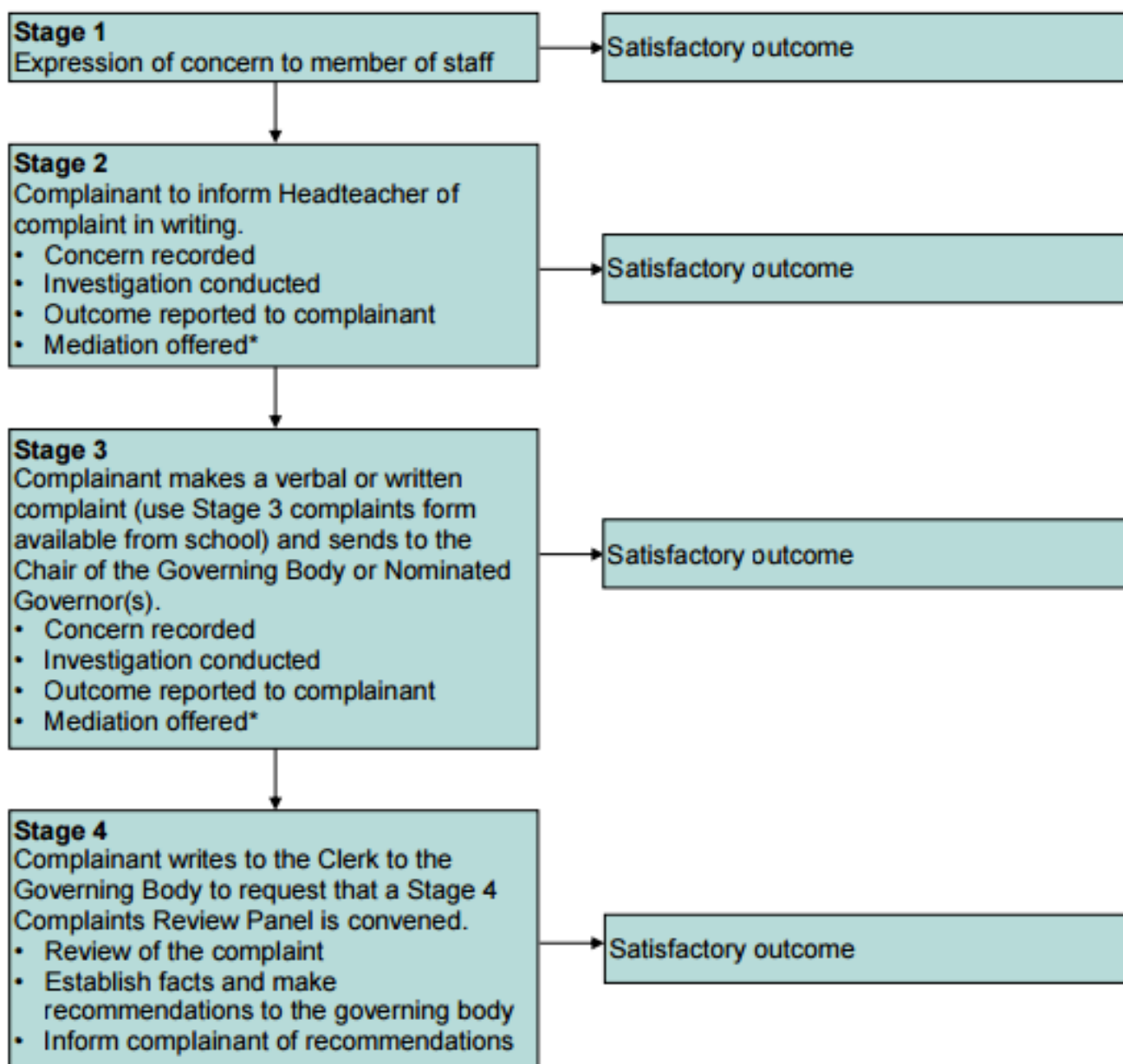
A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

- 3.7 If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

4 Monitoring and review

- 4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school, and records how they were resolved. Governors examine this log on an annual basis.
- 4.2 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

APPENDIX 1: Complaints Procedure



APPENDIX 2: RECORD OF COMPLAINTS

THIS SECTION IS FOR SCHOOL USE ONLY

Date form given/sent to complainant:		Date form received by school:	
Complainant's name:			
Complainant's address:			
If applicable – Child's name and date of birth:		Complainant's relationship to the child	
Complainant's telephone numbers:			
Home:	Work:	Mobile:	
Nature of complaint:			
Actions taken to resolve complaint:			
Outcome of complaint:			
Date forwarded to Chair of the Governing Body for action:			
Any other comments:			
If applicable – Date forwarded to Stage 4:			