



# Higher Failsworth Primary School

## Complaints Policy 2017

**'Working together for an Education for Life.'**

Date Adopted:	March 2011
Date of Review:	September 2017
Date of next review:	September 2019
Policy Reference Number:	8
Staff Member:	Samantha Forster

# Complaints Policy

## Introduction

We believe that our school provides a good education for all our children, and that the headteacher and other staff work very hard to build positive relationships with all parents. However, we do have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases. This policy applies to all those involved with our school.

## Aim

We aim to:

- Be fair, open and honest when dealing with any complaint.
- Give careful consideration to all complaints and deal with them as swiftly as possible.
- Resolve any complaint through dialogue and mutual understanding.
- Put the interests of the child above all other issues.
- Provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## Procedures

**When any complaint is registered the “complainer” will be asked to complete a complaints form. This will be available at the school office, a copy of the form is included at Appendix 1. If any parent/carer would like another person to act on their behalf they must request this in writing – a sample form is included in appendix 2.**

### Informal Discussion with the Class Teacher

- Parents discuss concerns with the class teacher
- If the teacher is unable to deal immediately with the matter, a clear note is made and the parent is contacted as soon as possible.
- The class teacher will investigate and may also consult the Unit leader or member of the senior leadership team at this stage.
- The teacher ensures that parents are clear what action or monitoring of the situation has been agreed and documents the information

If no satisfactory solution has been found, parents are asked if they wish their concern to be considered further by the Unit leader or Assistant Headteacher.

In the unlikely occurrence of there failing to be a satisfactory outcome following discussion with the Unit leader a referral can be made to the Headteacher.

## Referral to the Headteacher

- The Headteacher acknowledges the complaint, orally or in writing, within 3 working days
- A meeting is arranged with the complainant to clarify and supplement any information given.
- The Headteacher investigates further, interviewing witnesses as appropriate.
- The Headteacher keeps written records of meetings, telephone conversations, other documentation and outcomes.
- Once all relevant facts have been established, the Headteacher responds. If the complaint was in writing, a written response will be sent.

If the complainant is not satisfied, or their complaint is against the Headteacher, they are referred to the Chair of the Governing Body.

## Referral to the Chair of the Governing Body

- The Chair acknowledges the complaint, orally or in writing, within 3 working days
- A meeting is arranged with the complainant to clarify and supplement any information given.
- The Chair and any nominated governors investigate further, interviewing witnesses as appropriate.
- The nominated governors keep written records of meetings, telephone conversations and other documentation.
- Once all relevant facts have been established, the nominated governors respond. If the complaint was in writing, a written response will be sent.

If the complainant is not satisfied the matter will be referred for review by the Governing Body.

## Review by the Governing Body

- The Chair acknowledges receipt of the written complaint, informing the complainant that the complaint is to be heard by a Committee of three members of the School's Governing Body within 20 working days.
- The Chair arranges to convene a Complaints Panel elected from members of the Governing Body. The members should have no prior involvement with the complaint and they should elect a Chair for the committee. All relevant documentation regarding the complaint should be given to the members of the committee as soon as possible.
- The Chair of the Committee will write and inform all concerned of the date, time and place of the meeting at least 5 working days in advance. The notification to the complainant should also inform him/her of the right to be accompanied to the meeting by a friend and the right to submit further written evidence.
- It is the responsibility of the Chair of the Committee to ensure that the meeting is properly minuted.

After the meeting, the Committee will consider the evidence and a written decision will be sent to the Headteacher and the complainant within 15 working days.

## Beyond the Governing Body

If the complaint is not resolved, a parent may make representation to the Local Authority. Further information about this process is available from the school or from the Local Authority. 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.

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.

## Monitoring and review

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.

Governors consider 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



## HIGHER FAILSWORTH PRIMARY SCHOOL

Stansfield Road, Failsworth, Manchester M35 9EA

Tel: 0161 681 2645

e-mail: [info@higher-failsworth.oldham.sch.uk](mailto:info@higher-failsworth.oldham.sch.uk)

**Headteacher:** Mrs H Hampson    **Associate Head:** Mrs S Forster    **Chair of Governors:** Ms C Duff

STATEMENT OF COMPLAINT FORM (SCHOOL COMPLAINT)	
NAME:	REFERENCE:
The complaint/s I would like the school to investigate is/are:	
Complaint 1:	
Complaint 2:	
Complaint 3:	
Complaint 4:	
The Outcome/remedy I would want to resolve matters:	

I give permission for information to be shared with my advocate and the relevant individuals involved and as required to investigate my complaint.

Sign:

Date:

## Appendix 2



### **HIGHER FAILSWORTH PRIMARY SCHOOL**

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FORM OF AUTHORITY/CONSENT:

NAME OF COMPLAINANT:

I give consent for:

NAME OF ADVOCATE:

To act on my behalf in making a complaint via the schools formal complaint process and agree that information relating to the investigation of the complaint and my child can be shared by the school with my advocate.

SIGNED:

DATE:

