

Ladywood Primary School



Complaints Procedure Policy 2017

Purpose of the Policy

At Ladywood Primary School we aim to:

- Engage Parents as Partners in their child(ren)'s education so that we are all working together for the good of our young people.
- Support pupils in their learning and behaviour
- Have high expectations
- Be excellent role models to the children in our care
- Ensure the health and safety of our pupils at all times
- Have an open door policy to parents.

If we fail to carry out these expectations parents are entitled to make a complaint following the procedures outlined in this document.

Our complaints procedure has 3 stages which are outlined below.

Informal Complaint - Stage 1

We encourage parents and carers to contact their child's class teacher in the first instance if they have a concern/complaint. Most concerns can usually be sorted out quickly if we talk to one another. We use the term 'Informal Complaint' to classify these kinds of concerns.

If you feel that your concern has not been resolved at this informal stage then you have the option of making a formal complaint under stage 2 of this procedure.

Formal Complaint - Stage 2

If parents and carers are not satisfied with the response given by the class teacher they can make a 'Formal Complaint' to the Headteacher either verbally or in writing. The Local Authority complaints form may be used, a copy of which is attached to the end of this policy.

Receipt of written complaints will be acknowledged within 24 hours and the Headteacher will, at this stage, speak to all parties involved and collect written statements. All the written statements and the initial concerns will be considered by the Headteacher. All complaints will be responded to within 1 week of receipt and the Headteacher will share her findings with the parent or carer concerned. This response may take the form of a meeting with the parent/carer or a response may be provided in writing.

Please note; if your complaint is against the Headteacher you can write straight to Mrs Pamela Randall, the Chair of Governors - see Stage 3.

If you feel that your complaint has not been resolved at Stage 2 then you can request for this to be dealt with under stage 3 of the complaints procedure.

Complaints Panel - Stage 3

If parents and carers are not satisfied with conclusions drawn by the Headteacher they are encouraged to contact the Chair of Governors.

Complaints to the Chair of Governors should be made in writing to the school address, the Local Authority complaints form attached to the end of this policy may be used.

The Chair will conduct an investigation; considering the views of the parent/carer and the Head and all statements received, the Chair may also arrange for the complaint to be referred to a Complaints Panel. The panel will be made up of Governors who have no previous knowledge of the complaint, they will also consider the views of the parent/carer and the Head and consider the statements received. The Chair of Governors and/or Complaints Panel will decide if they are satisfied that the correct action has been taken by the school or if further investigation needs to take place.

You will receive the findings of the investigation in writing which will include any steps that have been taken or may need to be taken to seek to resolve your complaint or an explanation of the situation.

Further Action

Parents and carers can contact the Local Authority if they are not satisfied with the process at any time, the authority will look at how your complaint has been dealt with and investigated.

To contact a Local Authority advisor:

- Telephone: 01226 773555
- Web: <https://www.barnsley.gov.uk/services/children-families-and-education/schools-and-learning/complaints-about-schools/>
- Write: Complaints Adviser, Directorate for Children, Young People and Families, PO Box 634, Barnsley, S70 9GG.

Policy/Procedure updated 2017

Presented to the Governing Body on _____

Signed by the Chair of Governors _____

Date: _____