

# **Brackenfield School**

## **COMPLAINTS PROCEDURE**

### **Staff Information**

#### **Principles**

The School Complaints Procedure sets out to ensure that:

- the School listens and acts on complaints
- all complaints are investigated thoroughly, fairly and promptly
- wherever possible, the School will find a resolution
- complainants will not suffer as a result of a complaint.

This procedure is not intended to replace the normal discussions regarding problems and concerns which take place in school on a day-to-day basis. It is only where the complainant remains dissatisfied with the outcome of such discussions that further steps may need to be taken.

This procedure applies to all staff.

#### **Definition of Complaints**

In most cases, concerns will be dealt with by staff before they reach the stage of a formal complaint. Where a complaint is made, it is helpful if staff record the steps taken to resolve the issue informally and to keep notes of discussions. However, it is recognised that teachers do not want to discourage parents from voicing concerns by formally logging every issue raised. It is for the school staff to determine how they wish to approach this issue.

#### **Introduction**

1. This document sets out the school's procedure for addressing complaints.
2. This procedure does not apply to issues concerning Child Abuse. This matter is already provided for by existing statutory procedures, copies of which can be obtained from the School.
3. All other complaints are handled by the School according to the arrangements set out below.

#### **Aims and Objectives**

The School will give careful consideration to all complaints and deal with them fairly and honestly. Sufficient opportunity will be provided for any complaint to be fully discussed with the aim of finding a resolution through open dialogue and mutual understanding.

# Brackenfield School

## COMPLAINTS PROCEDURE

At Brackenfield, we believe in an open door policy for parents to come in speak with either the Headteacher or any other member of staff, on any subject relating to their child's education and welfare. We understand that it is important to maintain communication between school and home. If parents feel able to come in to school and talk in the first instance, then many problems can be resolved before becoming a major issue.

In the event of having cause for complaint, parents should follow this procedure.

Most complaints are best dealt with informally.

If you have a child at the school and your concern is about the school or the education provided, please discuss the matter with your child's class teacher, the Nursery Manager or the Head of Infants.

If you do not have a child at the school please discuss the matter with the Headteacher.

### *Stage 1 – Formal*

1. If you feel that a concern has not been addressed through discussion with the class teacher, the Nursery Manager or the Head of Infants, or that the concern is of a sufficiently serious nature, please write to or make an appointment to see the Headteacher or the Deputy Headteacher. They will consider any such complaint very seriously, and most complaints can be resolved at this stage. A record will be kept of your complaint, and you should receive a written reply from the Headteacher or the Deputy Headteacher within two school days.
2. If your complaint is about the Headteacher it may be appropriate for you to write to the Principal to make a formal complaint. The Principal's contact details are available from the School Office. Please state the nature of the complaint, the steps taken to resolve it and the action you would like to see taken to remedy your concerns. The Principal will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He will normally write to you with the outcome of this process within 7 school days of receiving the complaint. If you are not satisfied with the result you may ask to refer your complaint to Stage 2 of the procedure.

### *Stage 2 – Formal*

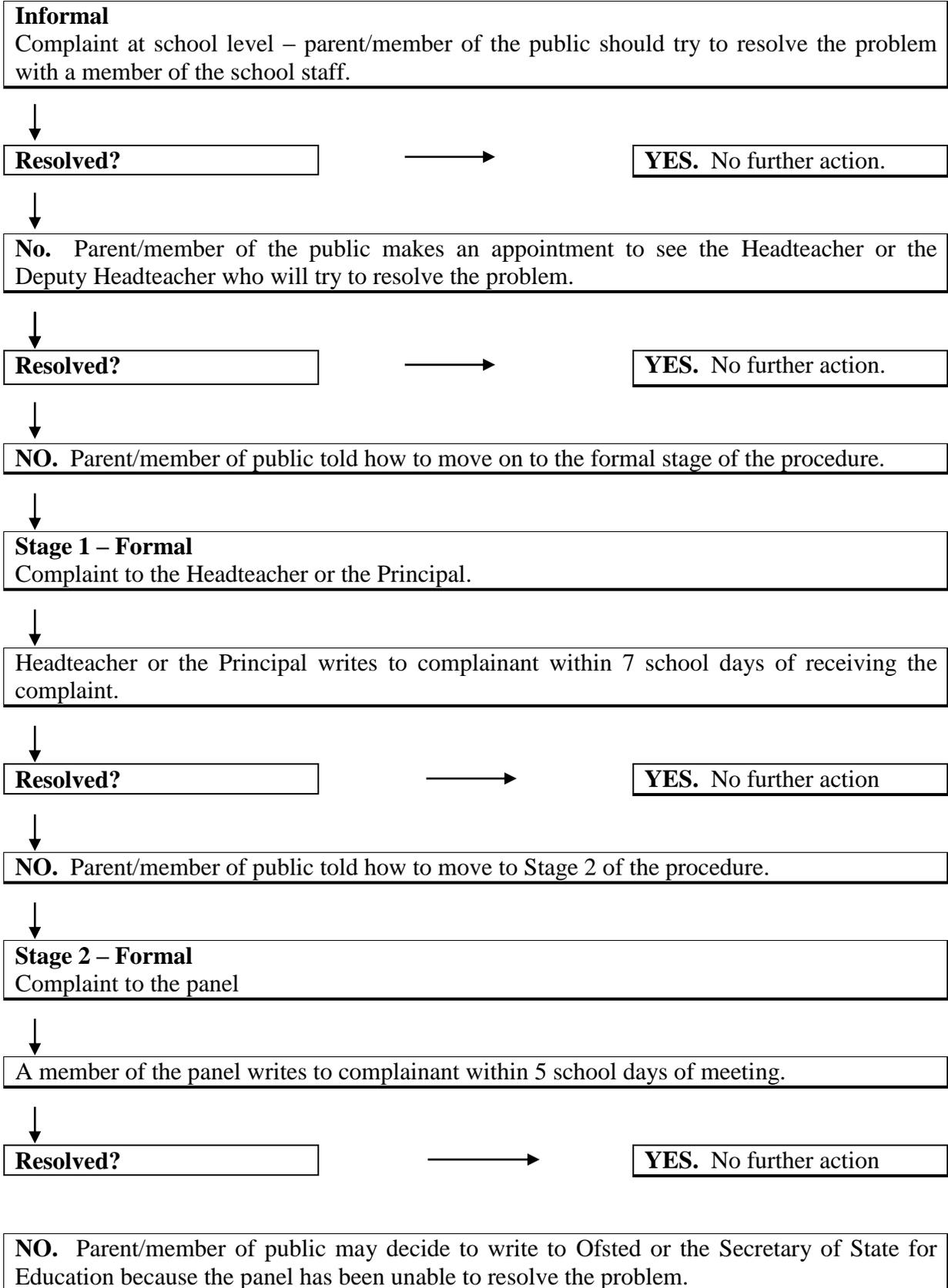
3. If the matter cannot be resolved please ask to bring your complaint to a panel of people brought together specifically for this purpose. The panel will consist of three people: the Headteacher, the Principal and the school's nominated Independent Person. You may attend this hearing and if you wish, bring someone with you. The panel will publish a confidential report of its findings and any recommendations it wishes to make. The meeting will normally take place within 15 school days of your request, and you will be notified of its findings in writing within 5 days of the meeting. The decision of the panel is final. If you are still not satisfied, you may wish to put your complaint to Ofsted at National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD, Tel no. 03001231231, via their website or the Secretary of State for Education.

All correspondence, statements, records of complaints are kept in the school's confidential Complaints Book. The school is obliged to show the Complaints Book to appropriate visiting inspectorates and must provide copies to the Registration Authority at their request.

You do not have to inform Staff or anyone else that you are complaining about them.

A copy of this procedure is available to all parents and members of the public on request.

## FLOWCHART SUMMARY OF COMPLAINTS PROCEDURE



There have been no complaints during the academic years 2012-2013, 2013-2014 or 2014-2015.