

Holy Trinity Primary School

Complaints Policy and Procedure

Last Review: September 2015

Signed: _____ **Headteacher**

Signed: _____ **Governors**

Introduction

Under the provision of the Education Reform Act 1988 schools are required to inform parents of the procedure for dealing with complaints about the school curriculum.

At our school we make every effort to provide high quality education in a safe and well ordered environment with the needs of the children at the centre. We make every effort to contribute positively to the local community and respond to the needs of groups and individuals within that community. All our staff work to support the values of our school and we believe we have a good school.

Aims and Objectives

Openness, transparency and equity are central values at our school. We carefully listen to all complaints and aim to resolve any issues as quickly as possible with the interests and well-being of the child as paramount importance. It is our aim to resolve complaints through dialogue with those concerned. Where complaints are of a more serious nature we comply to our own policy guidelines and those of the Local Education Authority.

Procedure

Stage 1

The parent should first address a complaint or comment to the class teacher who will usually be able to resolve most problems.

Stage 2

If the problem has not been resolved to the parent's satisfaction the complaint should be taken to the head teacher who will acknowledge receipt within five days. The head teacher will endeavour to resolve the problem and record the complaint, the outcome of subsequent discussions and any advice given.

Stage 3

If the parent feels dissatisfied with the outcome of Stage 2 the complaint should be given in writing to a governor who will contact the chairperson or, in his/her absence, the vice chairperson. An acknowledgement of receipt of the complaint will be sent to the parent within three days, explaining who is dealing with the complaint and when they may expect a full reply (which should normally be sent within 10 days). If a consultation is required with other agencies such as Education Welfare, the school doctor etc and a full response will not be possible within 10 days; the letter of acknowledgement will explain the reasons for an extended response time and an indication of when a full response will be made. The governors' full response letter will also make it clear that the parent can finally appeal to the Local Authority.

Stage 4

If after the governors' letter the parent is still dissatisfied the complaint can be referred to the Local Authority.

In conclusion, we hope all complaints can be resolved at the first stage and encourage anyone who has a concern about their child's progress to discuss the matter with the child's class teacher.

Monitoring and Review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. 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.