



SHEERNESS WEST FEDERATION'S COMPLAINTS POLICY

NOVEMBER 2015

Review: SEPTEMBER 2018

"At SWF dreams come true with a positive view"

**SHEERNESS WEST FEDERATION'S
COMPLAINTS POLICY**

**Executive Headteacher
Mr S Davies**

Signed:Dated:

**Chair of the Governing Body
Mr P Matson**

Signed:Dated:

**Head of School (Rose Street)
Mrs R Sharrad**

Signed:Dated:

**Head of School (West Minster)
Miss H Brewer**

Signed:Dated:

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Introduction

We believe that our school provides a good education for all our children, and that the Head of School and other staff work very hard to build positive relationships with all parent(s)/carer(s). However, the school is obliged to have procedures in place in case there are complaints by parent(s)/carer(s).

The following policy sets out the procedure that the school follows in such cases.

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 and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The Complaints Process

How to Share a Concern

Stage 1 (informal): complaint heard by staff member (though not the subject of the complaint);

If a parent / carer 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. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

What to do if the matter is not resolved through informal discussion

Stage 2 (formal): complaint heard by Executive Headteacher

Where a parent / carer feels 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 see the Head of School or a member of the SLT. The Head of School considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

Sharing a concern about the Head of School

Stage 3 (formal): complaint heard by Chair of Governors

Where a parent / carer feels that a situation has not been resolved through contact with the Head of School, they should make an appointment to see the Chair of Governors. The governor in question will do all s/he can to resolve the issue through a dialogue with the school, but if a parent / carer is unhappy with the outcome, s/he can make a formal complaint, as outlined below. A **list of governor names** is available from the school office.

How to take the matter further

Stage 4 (formal): complaint heard by Governing Body's complaints appeal panel

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent / carer should send this written complaint to the **Chair of Governors**.

The governing body must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the governors consider their decision and inform the parent / carer about it in writing. The governors do all they can at this stage to resolve the complaint to the parents / carers satisfaction.

If any parent / carer 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 in writing.

Complainants addressed to:

The School Complaints Unit (SCU)
Department of Education
2nd Floor, Piccadilly Gate
Manchester
M1 2WD

Serial or persistent complaints:

This is defined as the manifestly unjustified, inappropriate or improper use of a formal procedure. The criteria applied to define this will be:

- All reasonable steps have been taken to address matters
- A clear statement has been provided of the school's position
- The school is being repeatedly contacted with the same points being raised
- The school has reasonable grounds for believing the intention is to cause inconvenience
- Communications are aggressive in tone or content. Abusive, derogatory and or threatening comments are made.

Should a complainant continue to make contact on the same issue, the chair of governors has the power to inform them that the process is complete and the matter is closed.

Monitoring and Review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head of School logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis.

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 / carers, so that they can be properly informed about the complaints process.

Date:

Policy to be fully reviewed: September 2018