

Buxton Primary School



Complaints Procedure

MISSION STATEMENT

We aim to educate our children in a friendly, caring and well organised working environment in which all children are encouraged to achieve their full potential

Introduction

1. In dealing with complaints from parents the Governing Body recognises that these may be on a range of issues, some of which have to be dealt with by procedures laid down by law.
2. These relate to:
 - 2.1 **Curriculum and Religious Worship or Exclusions**
Complaints about the Curriculum and Religious Worship or an Appeal relating to an Exclusion of a Pupil must be dealt with under the required procedures for which guidance has been issued by the LEA.
 - 2.2 **Admissions or Special Educational Needs**
There are separate procedures operated by the LEA with respect to admissions and failure of the LEA to assess a child's special educational needs or failure to make the right provision. These complaints should be referred to the appropriate officer.
 - 2.3 **Educational Support Services**
Complaints from a parent about the Psychological Service; Welfare Service; or Sensory Support should be referred to the Head of the particular service in County Hall.
 - 2.4 **Racism or Racial Incidents**
For complaints under this heading, see separate Policy and guidelines contained in 'Notes for Headteachers'.
 - 2.5 **Complaints about Misconduct or Capability of Staff**
Guidance and procedure can be found in the LMS Personnel Handbook, Section 6.
3. Complaints about other issues not covered by the above will sometimes arise. These should be handled in a way that conforms to the Citizen's Charter and assists both the school and the complainant.
4. The LEA guidance for dealing with other complaints prescribes that Governors should:
 - 4.1 Encourage the parent to arrange an appointment with the Headteacher to discuss the issue directly. A note of the meeting should be made.
 - 4.2 Where this has taken place and failed to resolve the problem, the parent should be advised to place the matter with the Chairman of Governors who may wish to speak with the Headteacher and communicate with the parent with the aim of resolving the issue.
 - 4.3 If this fails to resolve the issue, the Personnel Committee will be asked to consider the matter at a meeting within ten school days. The Sub-Committee (3 persons) formed to consider the complaint should not include anyone who has been involved in trying to resolve the problem, although they may contribute as a "key" person. (Annex A)
 - 4.4 An LEA officer can be invited by the governors to attend the meeting as an observer and to advise the sub-committee on procedure and the decision.
 - 4.5 The parent will be allowed to make representations to the Sub-Committee and may be accompanied by a friend if they wish. Copies of the complaint will be provided by the Clerk to the Governing Body to all members of the Sub-Committee, the Headteacher and SEO (Information, Marketing and Special Projects) County Hall, seven days in advance of the meeting.
 - 4.6 Advice on the procedure to be adopted by the Sub-Committee hearing the complaint is contained in Annex A. The decision of the Sub-Committee must be conveyed in writing to the parent within seven school days.
 - 4.7 If at any stage during the procedure the person(s) investigating the complaint, ie Headteacher, Chairman of Governors or Governors' Personnel Sub-Committee feel that there are questions of staff competence or discipline involved, they should call a halt to proceedings. Investigation then needs to proceed within the Capability Procedure (LEA Personnel Handbook Section 6, Part 4 of 'Staff Disciplinary Policy') seeking advice first from LEA.
 - 4.8 Where this occurs the school should inform the parents of the outcome and how the matter will be dealt with.

5. Advice to parents who wish to make a complaint is contained in Annex B.
6. The Governors, Headteacher and Sub-Committee are advised to keep records of the procedure adopted in relation to the complaint received, together with notes of any meetings, the contents of which will be confidential.

Advice On The Procedure To Be Adopted By A Governors' Sub-Committee Rearing A Complaint

The meeting is not a Court.

The complainant and any person being complained about should not be present at the same time.

The following procedure 1 agenda is therefore recommended.

1. Chairman of Panel welcomes Parent and explains order of the meeting viz;
2. Parent to present complaint.
3. Governors to have opportunity to ask questions of Parent and seek clarification of any points.
4. Parent to have opportunity to add points and make any further comments.
5. Parent leaves meeting.
6. Governors to ask Head and other "key" persons involved to join meeting.
7. Governors ask Head or other "key" person to comment on the complaint.
8. Governors ask questions and seek clarification of any points.
9. Head or other 'key' person given opportunity to add points and make further comments.
10. Head and other persons leave meeting.
11. Governors consider and agree response to complaint.
12. The decision is conveyed in writing to the parent, together with a copy of the notes of the meeting as a point of information only.

This Policy was reviewed on

Ratified by the Governing Body on

Next review is due in

Advice To A Parent Of A Pupil In A Norfolk School Who Wishes To Make A Complaint

Complaints can cover a range of issues and some of these complaints will have to be dealt with by procedures laid down by the law.

1. Curriculum, Religious Worship or Exclusions

The required procedures must be followed when dealing with a complaint relating to the Curriculum and Religious Worship or an Appeal relating to the Exclusion of a Pupil.

The LEA has issued Guidance to the school Governors for dealing with complaints in the above cases and any complaint about these issues should be referred to the Chairman of Governors.

2. Admissions or Special Educational Needs

These are also separate procedures operated by the LEA with respect to admissions and failure of the LEA to assess a child's special educational needs or failure to make the required provision. If you have a complaint about these issues please contact:

Admissions	Relevant Education Advice Centre
Special Educational Needs	Mike Carr (Tel: 01603 222351)

3. Educational Support Services

If your complaint is about Educational Support Services, eg:

Psychological Service
Welfare Service
Sensory Support

you should address your complaint to the Head of the particular service at County Hall.

4. Other Complaints

If your complaint does not fall within any of the above categories, then:

- 4.1 Please arrange an appointment to discuss the issue directly with the Headteacher.
- 4.2 If this does not lead to a resolution of the problem, then you should place the issue before the Chairman of Governors who may wish to speak with the Head and communicate with you with the aim of resolving the issue.
- 4.3 If this process fails to resolve the issue, arrangements should be made for a Sub-Committee of the Governing Body (3 members) to consider the complaint at the next meeting or at a special meeting if the ordinary meeting does not fall within 10 school days. You should be allowed to make representations directly to the Sub-Committee and be accompanied by a friend if you wish. Please provide a copy of the complaint to the Clerk to the Governing Body who will arrange for copies to be provided to all members of the Sub-Committee and the Headteacher 7 school days in advance of the meeting. The reason that you meet a Sub-Committee of the Governors is that in some circumstances it may be necessary for the issue to be reconsidered by a number of Governors who have not been previously involved.
- 4.4 The decision of the Sub-Committee should be communicated in writing to you within the 7 school days following the meeting. If the Governors decide that the matter should be dealt with under other procedures, you will be advised of that decision and you will also be informed of the outcome when the matter has been dealt with.