

Braybrook Primary School



Complaints Policy & Procedures



Complaints Policy and Procedure **(including complaints against the curriculum)**

The term 'parent' has been used throughout to represent parent, carer or other person.

We hope that you will be pleased with the standard of care and education that your child receives at Braybrook Primary School. However, there may be an occasion when you wish to express your concern or you have a complaint. This document explains how we deal with concerns and complaints at Braybrook Primary School.

Stage 1: Informal complaints

1. Parents/carers and others should raise complaints or concerns with the child's class teacher.
2. If not satisfactorily resolved the parent/carers should then approach a Senior Leader to escalate the concern.
3. If not satisfactorily resolved the parent/carers should then approach either the Deputy Head or Headteacher.
4. If the parent believes that the complaint or concern is more serious or sensitive they should talk to the Deputy or Headteacher, who will investigate and then report back either in writing, or more usually at this informal stage, through an interview with the complainant, normally within five working days.
5. Every effort will always be made to resolve the problem at this informal stage. Complainants who remain dissatisfied at this stage will be informed by the Headteacher or Deputy that they have the opportunity to make a formal complaint and a copy of this policy will be provided.

Stage 2: Formal Complaints

1. Formal complaints should be made in writing and will normally be investigated by the Headteacher in the first instance. If the complaint directly concerns the Headteacher however, complainants should then contact the Chair of Governors (contact details may be obtained from the school office).
2. Any other governors in receipt of complaints will refer them to the Headteacher or Chair of Governors as appropriate, and will not become further involved themselves.
3. If the complainant is dissatisfied with the Headteacher's response, they should contact the Chair of Governors who will decide how the complaint should be further pursued.

4. The Chair of governors will determine a method of further investigation and of formal response to the complainant.

5. The complainant will receive a written response to his/her complaint normally within five working days, setting out any decisions and the reasons for them. A meeting may also be arranged.

6. In some cases, a complaint may lead to disciplinary action against an individual, for which there are separate procedures. If this is the case the complainant will be informed that the complaint will be pursued through disciplinary action. Under the Governing Body's disciplinary procedures, the outcome of these procedures is confidential. (A copy of the Staff Discipline and Capability Policy and Procedures is available upon request.)

Stage 3: Appeal

1. If the complainant remains dissatisfied after Stage Two investigation, complainants may appeal to the Grievance/Complaints Committee, consisting of 3 members of the Governing Body, for a final resolution of their complaint.

2. Under this complaints procedure there is no provision for further appeal beyond a consideration by the Grievance Panel.

Complaints Against the Curriculum

Introduction

The aim of our school is that all children should be successful in their experience of education and that the curriculum should meet their needs. Where parents consider that this is not the case they have the right to make a complaint.

Specifically, parents may complain if they consider that the school is not doing one or more of the following:

- Providing a curriculum to meet the needs of their child
- Complying with the law on charging for school activities
- Providing religious education and daily collective worship
- Providing statutory information
- Carrying out a statutory duty
- Acting reasonably

The Headteacher will:

- Take all complaints seriously and deal with them sensitively
- Request that the complaint is put in writing so that it can be investigated
- Respond to the complaint personally or delegate it to an experienced member of the Senior Leadership Team
- Involve other members of staff as appropriate
- Where necessary, explain the legal position with regard to the National Curriculum, and the scope available to the school to make changes
- Advise the complainant of their right to pursue the matter with the governing body
- Ensure the governing body is advised of any complaints and provided with guidance to assist the decision-making process

The Governing Body will:

- Ensure that a Grievance/Complaints Committee consisting of three governors is established with delegated responsibility to hear complaints
- Consult with the Headteacher on how to resolve the complaint.
- Advise the head on the action/decision required
- Write to the complainant within two weeks, explaining the action taken
- Inform the complainant of their right to appeal to the LA if their complaint is not upheld.

If parents are still not satisfied they can put the complaint to the Local Authority, who will:

- Hear the complaint within 15 working days
- Inform the complainants and the governing body of the decision and required action.

The decision of the LA is final.

Monitoring and Evaluation

The governing body will receive a termly report from the Headteacher indicating the number and nature of the complaints, the recommended action or decisions taken and the outcome of those decisions.