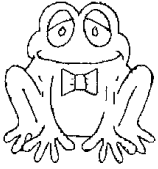


Statutory/HCC Recommended	Developed by:	Approved by:	Date Approved/Reviewed	Next review date:
Statutory	Ht/Curriculum Committee	Curriculum Committee	13.06.15	June 2018



## Fairfields Primary School Complaints Policy

At Fairfields School we value the relationship that we have with the parents of children in our care and take seriously any complaints or concerns that they may have. By publishing this complaints procedure we hope to encourage a shared approach to resolving any issues and to give concerned parents the confidence to talk with a member of staff as soon as these arise.

### **Aims:**

- To ensure that all complaints and concerns are dealt with confidentially and in a sensitive manner
- To resolve all complaints and concerns to the satisfaction of all parties in the shortest time possible

Reference should be made to other school policies depending on the nature of the complaint.

### **Procedures:**

#### **Preliminary stage – how to share a concern**

Complaints relating to incidents in the classroom, matters arising from teaching and playground behaviour should initially be addressed to the classteacher. Other issues for complaint should be raised with the headteacher.

All classteachers are available to talk to parents after school and are easily contactable on the playground in the first instance.

Classteachers will make a written note of all complaints and pass that note to the headteacher or deputy headteacher within twenty-four hours of the complaint being made.

#### **Stage 1 – what to do if the matter is not resolved through informal discussions**

If, having spoken to the classteacher, the person making the complaint is still dissatisfied, they should complete a Complaints Form, giving details of the concern and enclosing any appropriate paperwork, and forward it to the headteacher. The headteacher (or another delegated member of staff) will investigate the matter and respond to the parent within five days, offering a resolution where possible. If the complaint requires a more in-depth investigation, the headteacher will let the parent know that the matter is being investigated,

but that a full response will take longer than usual. The outcome will be confirmed within twenty days.

### **Stage 2 –*how to take the matter further***

If the problem is still not resolved by the end of Stage 1, complaints should be submitted in writing to the chair of governors and addressed through the school.

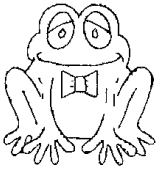
This letter should outline the nature of the complaint, explaining the reasons for pursuing it beyond the headteacher's response, and copies of any relevant paperwork should be enclosed.

The chair of governors will investigate the matter with the headteacher and respond to the parent within five days. Meetings may be set up between all relevant parties in order to resolve the complaint and agree a way forward. A final response will be made within twenty days.

In the extremely rare circumstance that a parent is still unhappy with the outcome, the chair of governors may offer a right of appeal to the governing body's complaints panel.

### **Stage 3 –*who to appeal to next***

If, after hearing from the chair of governors, the complaint is still not resolved, parents should seek advice from the Complaints Adviser at the LEA – telephone 01962 846572



## Fairfields Primary School Complaints Form

When we receive a complaint, we aim to acknowledge its receipt within 5 days.

Name of parent/carer :
Pupil's name :
Address:
Telephone (day) :
Telephone (evening) :
What is your concern and how has it affected you?
Are you attaching any paperwork? If so, please list this below:
Have you discussed this matter with a member of staff before filling in this form? If so, who did you speak to and what was the response?

What would you like to happen as a result of making this complaint?	
Signature	Date
<b>Official use only</b>  Initial response and acknowledgement:       By whom:   Date:	Complaints reference number:   Action taken:       Date:
<b>Data Protection Act 1998</b> - We will only process your personal data to respond to your complaint. In general, this data will be used for administrative and statistical purposes.	