



St Peter's Eaton Sq. C of E Primary

Complaints policy & procedures

St Peter's School is a place where every person has the right to be themselves and to be included in a safe and happy environment.

Together, we will realise the potential God has given us

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Aims

1. To reaffirm the partnership between parents, staff and Governors as they work together for the good of the pupils in the school.
2. To ensure that it is easy for parents to inform the staff and Governors of any concerns they may have.
3. To ensure that staff and Governors respond positively and in a timely manner to complaints from parents.
4. To resolve where appropriate issues that have given rise to parental concern.

Procedure

Stage 1 – Informal

Where parents have a complaint relating to the school, they should be aware that class teachers will always be pleased to meet parents at the end of the school day. Some advance notice for an appointment would be appreciated to ensure availability.

- Discussion of concerns with class teacher.
- If necessary, the teacher or parent may ask the Key Stage coordinator (or another member of the school's Senior Leadership Team) to investigate the concern;
- The investigation will usually include further discussion with the parents and others involved.
- The teacher or SLT member will notify the parents of the outcome of the investigation;
- If parents are not satisfied, or if there is a recurrence of a problem or issue then the parent or staff member may ask the Head to seek to resolve the issue.
- If the parents are not satisfied following exhaustion of the above procedures then they may make a written complaint to the Chair of Governors outlining why they are still dissatisfied and what outcomes they seek. The complaint moves to the formal procedure at this point.

Stage 2 - Formal

- The Chairman of Governors acknowledges the complaint within 5 working days outlining the likely time scale for the investigation.
- The Chairman will appoint a Governor to investigate the complaint. Notes to be made of discussions/meetings with any of the parties involved.
- The investigating Governor will send a written report to the Chairman within 10 working days. This is a target time and may depend on the availability of those involved.
- The Chairman will send a summary of the findings and decisions on any action to be taken to the parents within approximately 5 working days.

The Clerk to the Governors should be asked to take notes at any meetings held to investigate the complaint.

If the parents remain dissatisfied at the outcome they may:

- Refer the complaint to the Governing Body's Complaints Committee, in writing, stating clearly why they remain dissatisfied and what actions they would like taken.

- Within 15 working days a panel of 3 Governors, none of whom have been involved in the earlier investigation, will consider the complaint at a meeting with the parents, Head and others involved.
- The Clerk to the Governors will send the written complaint and subsequent reports to all parties involved 5 working days before any meeting to hear the complaint by the panel.
- The Clerk to the Governors will record the meeting.
- The Chairman of the Complaints Committee will notify the parents of the outcome.
- The decision taken by the Committee is final.

Points to note:

- All complaints will be handled in strict confidence. • Information and disciplinary actions relating to any pupil are confidential.
- The Head will inform the parents at the end of stage 1 of their right to take the complaint further.
- In the event of the Governors being unable to resolve the complaint, they may refer it to the London Diocesan Board or Westminster Local Authority.

Formal Complaint Form (Stage 2)

Please complete and return to the St Peter's Eaton Sq CE school office.

Your name:	Pupil name:
Your relationship to pupil:	Pupil DoB and Class:
Your address, postcode & telephone:	
Full details of the complaint (including the names of all persons involved and dates of incidents referred to):	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signature:	Date:
<i>Date acknowledgement sent:</i>	
<i>Name of person complaint referred to (Chair of Governors)</i>	
<i>Signature:</i>	<i>Date:</i>