



White Hall

Academy

Complaints Policy

8-7-15

1 Introduction

- 1.1 We strive to provide a good education for all our children. The headteacher and staff work very hard to build positive relationships with all parents and carers. However, the school has procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the School follows in such cases.
- 1.2 We deal with all complaints in accordance with procedures laid down by the Academy Trust Board. If the school itself cannot resolve a complaint, those concerned can refer the matter to the Trust Board.

2 Aims and objectives

- 2.1 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. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3 The complaints process

- 3.1 If a parent 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. In our experience, most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.
- 3.2 Where parents or carers feel 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 discuss it with the headteacher. The headteacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.3 Should any parents or carers have a complaint about the headteacher or about an issue they feel the headteacher has not been able to resolve, they can make a formal complaint, as outlined below.
- 3.4 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 should send this written complaint to the chair of governors.
- 3.5 The governing body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that she/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting. The meeting will consist of at least three people from the governing body who are not directly involved in the incident. At least one member of the governing body will not be involved directly with the running of the school. The parent may attend and be accompanied at the meeting if they wish.

- 3.6 After hearing all the evidence, the governors will consider their decision and inform the parent about their findings and recommendations in writing. A copy of this report will also be offered to the person being complained about and a further copy will be held in the school for inspection by the headteacher and the Trust board.
- 3.7 All correspondence, statements and records relating to individual complaints are to be kept confidential but will be made available for a body conducting an inspection under section 109 of the 2008 Act should it request to have access to them.
- 3.8 If the complaint is not resolved a parent may make representation to the Trust board. Further information about this process is available from the Trust care of Lyons Hall Primary School. A further hearing (comprised of at least three people not directly involved in the incident and at least one panel member will not be involved directly with the running of the school) is chaired by an independent person who considers all the evidence and makes a further judgement in an attempt to resolve the complaint. The parent may attend and be accompanied at this hearing if they wish.

4 Monitoring and review

- 4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher keeps a written record and logs all complaints received by the school, and records how they were resolved. They will keep a written record of action taken by the school. Governors examine this log on an annual basis.
- 4.2 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 and carers, so that they can be properly informed about the complaints process.
- 4.3 This policy will be reviewed every two years, or before if necessary.

Approved by the LPAT Trust Board 15th July 2015

Monitored by the Governing Body

Signed: 

Review date: July 2016