



Policy Title	COMPLAINTS POLICY
Committee responsible	Ethos
Last reviewed	July 2017
Next review due	July 2020
Who is governed by this policy	All staff, pupils and parents
Available on website	YES

Signed
(Chair of Governors)

Signed
(Headteacher)

Date

COMPLAINTS POLICY

1. What is a complaint?

- 1.1 A complaint is an expression of dissatisfaction, whether made orally or in writing. It may apply to a complaint or complaints against a school that a pupil or a parent of a pupil has sustained injustice in consequence of an act or omission of the Governing Body of the school or an exercise of, or failure to exercise a prescribed function of the Headteacher of the school.
- 1.2 It may also apply to a complaint from a member of the public about the behaviour or actions of a pupil, parent or member of staff. It does not apply to a decision about admissions to the school, or a matter in respect of which the pupil or parent has or had a prescribed right of appeal.

2. Aims

- 2.1 This policy is designed to manage all complaints but complaints vary in their nature and complexity. Therefore the school will need to consider at which stage a complaint should be dealt with when it is initially made. All complaints about a member of staff will be dealt with by the headteacher.
- 2.2 Our aim is to deal with all complaints
 - Openly
 - Fairly
 - Promptly
 - Without prejudice

3. Roles and Responsibilities

- 3.1 The relevant class teacher should attempt to resolve all complaints by parents or pupils involving the education and well-being of pupils in school. If the class teacher is unable to resolve the complaint, it will pass to the headteacher. If the complaint is about a member of the school staff, it should be dealt with by the headteacher. If the headteacher is unable to resolve the matter, or the complaint is about the headteacher, the complaint will pass to the Governing Body.
- 3.2 In the case of a complaint from a member of the public the school bursar will deal with it in the first instance. If the bursar is unable to resolve the complaint, it will pass to the headteacher. If the headteacher is unable to resolve the matter, or the complaint is about the headteacher, it will be referred to the Governing Body.

4. A Staged Approach

- 4.1 The staged approach is designed to ensure that every effort is made to deal with complaints **informally at school level** in partnership with the complainant. The formal stages should only be triggered in **exceptional** circumstances.
 - Stage 1 is an **informal stage**. In the case of a complaint by a parent or pupil, the class teacher (though not the subject of the complaint) will receive the first approach and the majority of issues will be resolved at this stage.
 - Stage 2 is a **formal stage** where concerns are discussed with the headteacher.
 - Stage 3 is a **formal stage** where a complaint is made in writing to the Chair of Governors who will consider the complaint.
 - Stage 4 is a **formal stage** where the complaint is referred to a Governors' Appeal Panel.

(See separate document on Procedures for Dealing with School Complaints)

5. Monitoring and Evaluation

- 5.1 The Governing Body will regularly review this policy and any complaints made.

Warnham Primary School Complaints Form

Please complete and return to the school office marked **Private & Confidential** to the Headteacher or Chair of Governors who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Relationship to pupil:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint?

Who did you speak to and what was the response?

What actions do you think might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details:

Signature:

Date:

For official use only

Date acknowledgement sent:

By whom:

Complaint referred to:

Date: