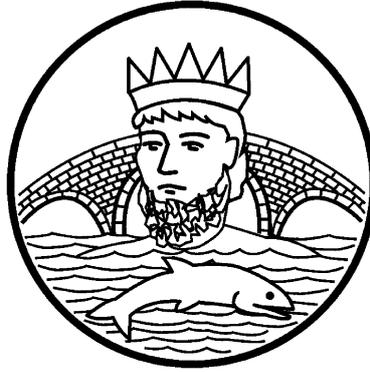


King Athelstan Primary School



Complaints Policy

King Athelstan Primary School – Inspiring Excellence

We believe in the relentless pursuit of excellence to achieve high standards.
We are driven to inspire our school community to be aspirational, ambitious and to “dream big.”
We empower children with choices which prepare them for a life of opportunity.
We teach children that hard work delivers success; we encourage children to take risks and ask brilliant questions in order to inspire a love and passion for learning.
We teach children to think.

We put children's happiness and welfare at the heart of everything we do.
We value friendship, kindness and respect.
We celebrate the excellence in each individual.
We expect families to work with us to form a strong team around every child.
We teach children to be good citizens.

We are proud of our school:
Come as you are and leave us great.

General Principles:

The school has an open door policy and welcomes informal or formal feedback from parents/carers on an ongoing basis. The school encourages parents/carers, children and other stakeholders to talk to the Leadership team about their questions, queries, concerns or about aspects of the schools work.

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

Raising a concern or complaint**Informal Stage**

It is normally appropriate to communicate directly with the member of staff concerned. It is generally expected that this will be in person by appointment, requested through the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most concerns/complaints will be resolved by this informal stage.

In the case of serious concerns it may be appropriate to address them directly to the Headteacher or member of the Senior Leadership Team (or to the Chair of the Governing Body, if the complaint is about the Headteacher).

If you are uncertain about who to contact, please seek advice from the school office or the Clerk to the Governing Body.

Formal Stage

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Headteacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Headteacher, your complaint should be passed to the Clerk to the Governing Body, for the attention of the Chair of the Governing Body.

A Complaint Form is provided in this policy for you to use.

You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Headteacher, or to the Clerk to the Governing Body, as appropriate.

The Headteacher (or Chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

It is possible that your complaint will be resolved through a meeting with the Headteacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 5 working days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

If you are not satisfied with the manner in which the process has been followed, you may request that the Governing Body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the clerk to the Governing Body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A Review Request form is provided for your convenience.

Resolving Complaints

Complaints may be resolved in a number of ways. It might be sufficient to acknowledge that the complaint is valid in whole part. In addition it might be appropriate to offer one or more of the following:

- An apology;
- An explanation;
- An admission that the situation could have been handled differently or better
- An assurance that the event complained with not recur;
- An explanation of the steps that have been taken to ensure it will not happen again;
- An undertaking to review school polices/procedures in light of the complaint.

It is useful if the complaint can state what actions they feel would resolve the problem.

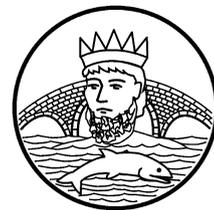
If the complaint is not resolved, a parent/carer may make a representation to the Local Authority or to the Secretary of State for Education or the Office of Ombudsman. The Governing Body will give full consideration to any recommendations or directions the Secretary of State may make.

Review Process

Any review of the process followed by the school will be conducted by a panel of three members of the governing body. This will usually take place within 10 school days of receipt of your request.

The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

Signed: _____



King Athelstan Primary School: Meeting Request Form

I wish to meet _____ to discuss the following matter:

Brief details of topic to be discussed:

Dates/times when it would be most convenient for a meeting:

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed)

Your Address:

Telephone numbers

Daytime:

Evening:

e-mail address:

Signed

Date.....

[Please complete this form and return it to the school office]

School use:

Date Form received:

Received by:

Date response sent:

Response sent by:



King Athelstan Primary School Formal Concern/Complaint Form

Please complete this form and return it to the school office or to the Headteacher who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll): _____

Pupil's name (if relevant to your complaint): _____

Your Address:

Telephone numbers

Daytime:

Evening:

E-mail address:

Please give concise details of your complaint, (including dates, names of witnesses etc...), to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)

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

Signature:

Date:

School use:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

| | | | |
|------------------------|--|--|--|
| Complaint referred to: | | | |
| Date: | | | |



King Athelstan Primary School Complaint Review Request Form

Please complete this form and return it to Headteacher (or Clerk to the Governing Body), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Your Address:

Telephone numbers:

Daytime:

Evening:

E-mail address:

Dear _____

I submitted a formal complaint to the school on and am dissatisfied by the procedure that has been followed.

My complaint was submitted to and I received a response from on

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

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

Signature:

Date:

School use

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

| | | | |
|----------------------|--|--|--|
| Request referred to: | | | |
| Date: | | | |

Summary Flowchart of Dealing with Complaints

Complaint heard by member of staff, including the Headteacher, Ensure Headteacher informed of outcome.

