



Burbage C of E Infant School

# School Complaints Policy

Policy Date: May 2022

Review Date: Spring 2023

The governing body will review the policy annually.

## **Introduction:**

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. Burbage C of E Infant School is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, unless it is possible a criminal act has been committed, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

The prime aim of Burbage C of E Infant School's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

The following details outline the stages that can be used to resolve complaints.

## **Burbage C of E Infant School Complaints Policy has three main stages.**

In summary they are as follows: -

- Stage 1 – A concern is raised informally with a staff member
- Stage 2 – Complaint is heard by head teacher
- Stage 3 – Complaint is heard by Chair of Governors
- Stage 4 – Complaint is heard by Governing Body's Complaints Appeal Panel.

### **Stage 1 – Raising a concern**

Concerns can be raised with the school at any time and will usually generate an immediate response, which will resolve the concern. The school requests that if possible parents make their first contact with their child's class teacher. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the school within 10 school working days and state what you would like the school to do. The school will then look at your complaint at the next stage.

### **Stage 2 – Complaint heard by the Headteacher**

Formal complaints should be put in writing and addressed to the headteacher. The complaint will be logged, including the date it was received. The school will normally acknowledge receipt of the complaint within 2 school working days of receiving it. In many cases this response will also report on the action the school has taken to resolve the issue. Alternatively, a meeting may be convened to

discuss the matter further. This meeting will normally take place within 10 school working days. The aim will be to resolve the matter as speedily as possible.

### **Stage 3 – Complaint heard by the Chair of Governors**

If you are not satisfied with the result at stage 2 please write to the Chair of Governors (at the school) within 10 school working days of getting your response. You will need to tell the school why you are still not satisfied and what you would like the school to do. The Chair will acknowledge receipt of your complaint within 2 school working days. He/She will discuss the matter with you and conduct an appropriate investigation. The Chair's role is to judge whether or not the headteacher has appropriately addressed the original complaint, and determine any appropriate actions. If the headteacher has already been involved in a complaint at stage 2, they may progress the complaint to this stage.

### **Stage 4 – Complaint heard by the Governing Body's Complaints Appeal Panel**

If the matter has still not been resolved at Stage 3, then you should write to the Governing Body's Complaints Committee giving details of the complaint. A nominated Governor will convene a complaints panel. The hearing will normally take place within 10 school working days of the receipt of the written request for Stage 4 investigation.

The aim of the Appeal Panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel's decision in writing within three school working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

**NB.** In cases where the matter concerns the conduct of the headteacher, the headteacher and Chair of Governors will be informed of the complaint. The Chair will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body the member will be informed of the complaint.

**The Governors appeal hearing is the last school-based stage of the complaints process.**

For further information about school complaints, visit [www.governor.net.co.uk](http://www.governor.net.co.uk)