Complaints Policy for Parents

Reviewed: 09.26
To be reviewed: 09.28

If a parent wishes to make a complaint the school will follow the set guidelines.

School aim:

- To ensure that the complaints procedure is understood and available.
- To respond to complaints in a timely manner.
- To reach a satisfactory outcome for all concerned.
- To ensure that the complaints procedure is reviewed.

Objectives

- To investigate complaints ensuring the protection of the person making the complaint.
- To retain a comprehensive record (log) of complaints including a planned monitoring of the situation and any matters for further action.
- To investigate, resolve and feedback the outcome of any complaint.

Implementation

NB** ***Complaints or concerns raised in relation to abuse should always be responded to with reference to St. Vincent's Safeguarding/Child Protection Policy and Procedures

The parent (complainant) should complete a letter setting out the content of the complaint and all relevant details. The Headteacher on receiving letter will determine the course of action in consultation with appropriate members of the Senior Leadership Team. Complaints and the planned response procedure can be categorised at two levels according to seriousness:

Level 1

- Investigate and resolve the problem on an individual basis involving the pupil, the family, members of staff and where appropriate other pupils.
- Home visit (optional).
- Invite parents into school (optional).
- Letter to parents summarising the course of action.
- Consult with Deputy or Chair of Governors (optional for Headteacher)

Level 2

- Consult with the Deputy or Chair of Governors
- Investigate fully and complete a written report which may include a combination of the following:
    - Review meeting (internal)
    - Review meeting with parent's present
    - Liaison with other agencies
    - Headteacher to consult with the Chair of the Board of Governors
    - Letter to parents summarising the course of action and wherever possible working in partnership.

Formal Complaint

Recipient	Response	Course of Action

Recording and Responding

A full report on the complaint to be:

- Filed in the complaints file.
- The pupil's individual file, if appropriate
- A letter to go to complainant when a complaint has been fully investigated outlining the course of action and the decision taken by the school.
- A Resolution letter to be signed by all parties (Appendix 2)

Periodic Check

- Headteacher
- Chair of Governors

Appendix 1

Complaint received	
Pupil name:	Parent:
Complaint made to:	
Time of complaint:	Date of complaint
Stage 1 Details of complaint	
(Concise details and factual information)	
Stage 2 Pass to Line Manager:	
Action:	
Signed:	**Date:**

Stage 3 Action taken by Line Manager:	
Signed:	**Date:**

Stage 4 Further Consultation (as appropriate)	
Headteacher: …….	Date: ……..
Chair of Governors……	Date: ……
Complaint file copy: …….	Date: ……
Pupil file copy: ……..	Date: ……
Ofsted ……..	Date: ……

Substantiated:		**Unsubstantiated**	