Complaints Policy

Reviewed 09.26
To be reviewed: 09.28

Aims

Our school aims to be fair, open and honest when dealing with any concern or complaint. We will listen carefully and give careful consideration to all issues that are raised, aiming to resolve them as swiftly as possible.
We are aware that raising a concern or complaint can cause anxiety for some parents, carers or staff members. Bringing it to our attention early will reduce your anxiety and we ask that you discuss concerns as soon as possible.
Your concerns and complaints will be treated with confidentiality and only discussed with relevant individuals.
Our school values and respects the views of parents, carers and staff members.

- 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.
- To listen to our pupils, parents and staff.

Raising a concern or complaint as a parent or carer:

- If you have a concern about anything to do with the care or education that we are providing at school, you should, in the first instance, raise your concern with the school Family Support and learning Coordinator. Most matters can be dealt with in this way. All Staff work very hard to ensure every child is happy at school, and making good progress.
- Where a parent feels that a situation has not been resolved through this line of contact or that their concern is of a sufficiently serious nature, they should speak to the Head of school. Who will consider any such concerns very seriously and investigates each case thoroughly, responding to the parents/carers verbally or in writing.

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 person in receipt of complaint should complete a report setting out the content of the complaint and all relevant details (Appendix1). The line manager 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.

Level 2

- Consult with the Headteacher, Assistant 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 parents 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
Non SLT Member	To discuss with the relevant SLT Line Manager	A letter to complainant, within 5 working days, from either the Headteacher or appropriate SLT member. The letter to set out details of the steps taken as a consequence of the complaint having been investigated or of an ongoing investigation with further communication to follow by a specified date. Enquiries and subsequent action may involve collaborating with other agencies
SLT Member	To discuss with the Headteacher	
Headteacher	To discuss with the SLT	
Chair of Governors	To meet with the Headteacher	

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
- The named Governor monitor the complaints procedure
- Governors take into account any local or national decisions that affect the complaints process, and work with school staff to make any modifications necessary to this policy.

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: ……..			
Assistant Headteacher: …… Date: ……			
Chair of Governors…… Date: ……			
Complaint file copy: ……. Date: ……			
Pupil file copy: …….. Date: ……			
Ofsted: ……. Date: ……			
Substantiated:		**Unsubstantiated**	