St John of Jerusalem
Church of England Primary School

Parental Complaints Policy & Procedures

September 2017 – July 2018

Note: This policy will be reviewed annually

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Signed off by:	
Issued to Governors on:	**08. 02.2017**
Signed off by:	**Alister Bould**
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A Summary of the Stages in the Complaints Procedure for
St John of Jerusalem C of E Primary School in accordance with the LDBS[1] guidelines.

Only in exceptional circumstances would it be appropriate to miss out any of the stages described

Preliminary Stage

Most parents' concerns can be resolved by the class teacher or designated member of staff by:

- Taking action quickly, handling concerns seriously.
- Initial oral concern/ complaint are not to be put in writing.
- Parents should raise their concerns /complaints to members of staff.
- Parents are given an opportunity to discuss their concerns informally with the appropriate member of staff.
- In the case of oral complaints to the Headteacher the matter will be investigated and response given as soon as possible, but no later than 7 school days.
- Every effort will be made to resolve the matter to the satisfaction of the parent.
- If the parent is not happy with the response to their oral complaint, they will be advised that the complaint should be put in writing to the Headteacher no later than 5 working days from the response to the initial complaint. A complaint form may be used: Annex A of the: A guide for schools in the Dioceses of London and Southwark (2007). school website.

Stage 1 : Formal

Written complaint to Headteacher

- This will be acknowledged within 2 school days stating that the matter will be investigated and a response given within 5 working days.
- Headteacher or designated member of staff investigates taking clear written statements, signed and dated.
- Headteacher notifies outcome of the investigations to parents within 5 school days, if the parent are not satisfied, they may send a written complaint to the Chair of the Governing Body.

Stage 2 : Formal

Written complaint to Chair of the governing body.

Investigation process:

- There should be a clear understanding of the complaint, clarification should be sought if necessary.
- Interviews are held as soon as possible following incident.
- Strict attention to confidentiality.
- Separate discussions with parties involved and any witnesses.
- Written notes and statements kept if necessary, signed and dated.
- If pupils are interviewed reference 4.8; of the Diocese Parental Complaints Policy.
- Efforts should be made to resolve the complaint, if possible to the satisfaction of the complainant.
- Complainant and member of staff should be given an opportunity to provide documentation and identify possible witnesses
- Chair sends written summary of findings to parents together with his/her decision.
- If the parents are not happy with the Chair's decision they may ask for the matter to be referred to the governing body's Complaints Committee.
- The Committee considers the complaint and reaches a decision; the parents are informed of the decision.

Stage 3 : Formal

Complaints' Committee Hearing of the governing body of St John of Jerusalem School

If governing body is to consider a complaint, the Clerk to the governing body should set up a meeting within 20 school days, giving at least 10 days' notice of the meeting to relevant parties and sending them the following:

- An invitation to attend the meeting including details of date, time, place of meeting
- A request for copies of any written papers which people may wish to be considered to be sent to him by date so that they can be distributed to members of the Complaints Committee and other parties.
- A request for the names of any witnesses who may be called.
- A statement saying that the claimant may wish to be accompanied by a friend and asking for the name of any such friends.
- Where appropriate an enquiry as to whether or not access should be provided for the disabled.
- Enquiry as to whether or not it would be helpful for an interpreter to be present.
- A summary of the procedure to be followed at the meeting.
- The hearing by the Complaints Committee should be as informal as possible. The Chair of the governing body and the headteacher may be present.
- The Clerk to the governing body, or another person appointed by the Chair of the governing body, should be present throughout and after the parties have withdrawn, in order to take notes.
- The decision and recommendations of the Complaints Committee are sent to all parties, within 2 school days.
- The committee's decision is final.

St John of Jerusalem C of E Primary School
Expressing a Concern;
Notes for Parents

If you have a concern

We would like you to tell us about it so that we can talk with you and see how best to deal with your concern. We welcome suggestions for improving our work in the school.

Whatever your concern, please know that we shall treat it as being strictly confidential.

Be assured that no matter what you want to share with us, our support and respect for you and your child in the school will not be affected in any way.

Please do not delay telling us of your concern. It is difficult for us to investigate properly an incident or problem which is more than a day or two old.

After hearing your concern, we shall act as quickly as we can. Please allow time for any action we take to be effective.

What to do first

Please contact your child's class teacher and arrange a time when you can discuss your concern.

It may be possible for you to see the teacher straight away but usually it is better to make an appointment so that you can sit and talk things through.

What to do next

If you are still unhappy, ask for an appointment with the Headteacher. It is helpful if you can give a brief outline of your concern when you make the appointment.

After your discussion with the Headteacher you may have to wait a short time while investigations are carried out.

Every effort will be made to resolve the situation as quickly as possible and the Headteacher will arrange to meet with you to discuss the outcomes of her investigation.

If you are still unhappy

The problem will normally be solved by this stage. However, if you are still not satisfied you may wish to write to the Headteacher setting out your complaint. The Headteacher or designated member of staff will investigate your complaint and send you a written response within 5 school days.

If after this you are still unhappy

It is hoped by this stage you're your complaint will be sorted out to your satisfaction. If you are still not satisfied, you may wish to write to the Chair of the governing body, **Alister Bould.** The Chair of the governing body will probably discuss the matter with the Headteacher and may arrange for a further investigation. He will then write to you to say what he has decided to do in response to your complaint.

Further Action

Finally if the complaint still has not been resolved, you may ask for your complaint to be heard by the Complaints Committee of the governing body.

The Complaints Committee would listen to you, to the Headteacher and others

involved and come to a decision. The Committee's decision is final.

The different stages in the school's Complaints Procedure are summarised and can be obtain from the school office.

Complaints Policy

This policy should be read in conjunction of Parental Complaints: A guide for schools in the Dioceses of London and Southwark (2007).

From time to time parents, and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations the governing body has adopted a complaints procedure. The governors will involve parents and staff in drafting and regularly reviewing the policy and procedure for complaints, to ensure that the whole school community understand the procedure. The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means;
- Be simple to use and understand;
- Be non-adversarial;
- Treat complaints confidentially;
- Allow problems to be handled swiftly;
- Address all points at issue;
- Inform future practice so that the problem is unlikely to reoccur;
- Reaffirm the partnership between parents, staff and governors as they work together for the good of the pupils in the school;
- Make clear the times set aside daily/weekly when staff are available for discussion with parents;
- Ensure that the school's attitude to a pupil would never be affected by a parental complaint;
- Discourage anonymous complaints;
- Actively encourage strong home-school links;
- Ensure that all staff have opportunities to discuss and understand the school's response to concerns and complaints made by parents;
- Ensure that any person complained against has equal rights with the person making the complaint;
- Regularly review its system for monitoring concerns and complaints received from parents.

Full details of the procedure may be obtained from the school office or from the clerk of the Governing Body.