

FISHERGATE PRIMARY SCHOOL

COMPLAINTS POLICY



The School Governing Body have adopted the Model Complaints Procedure for Schools as distributed by City of York LA as a framework for our approach and procedures. An outline of the procedures is included in the School Brochure and on the school's website for the information of parents.

Basic Principles

1. Parents need to be aware of the channels of communication by which concerns can be raised.
2. Complaints should be responded to promptly, and, if a more formal investigation of the concern is involved, time limits should be adhered to.
3. Parents should be aware of staff and agencies that are available to offer them guidance (eg Education Social Worker, Parent Partnership Officer), and of their right to have a friend with them at any stage of the procedure. Governors can facilitate a parent's access to the procedures but should not get involved in the content of the complaint.
4. The person against whom the complaint is directed is entitled also to support. Any disciplinary action against staff is separate from an investigation of a complaint
5. The confidentiality of the complainant needs to be respected, although some of their information will inevitably have to be shared in order for the complaint to be investigated.
6. Redress, usually by way of an acknowledgement that the complaint is valid, will be offered where appropriate.
7. All levels of school staff need to be aware of the procedures that the school follows in the event of a complaint being made in order to ensure that they respond appropriately.
8. All complaints that are referred to the Headteacher for a response / investigation are recorded in a Complaints Log. (Date / Name / Nature of Complaint / School Response, Action)

Stage 1: The First Contact

Stage 2: Referral to Headteacher for Investigation

Stage 3: Review by the Governing Body

Stage 4: Mediation offered by the LA

Stage 5: Beyond the LA

FURTHER INFORMATION ABOUT THE 5 STAGES

STAGE 1

A concern is raised informally with the class teacher, Secretary or Head Teacher. Parents have the opportunity to discuss the concern with a member of staff who clarifies the nature of the concern and perhaps the sort of outcome that the parent is looking for. The member of staff reports back to the parent, either immediately or after further investigation. Usually this report will be an oral one. Where no satisfactory solution is found within 10 days, the parent is asked if s/he wishes the concern to be considered further. Parents are advised about Stage 2

STAGE 2

Referral to the Head for investigation.

Head acknowledges the complaint orally or in writing within 3 working days of receiving the written complaint. A target date is set for a response (usually 10 working days). The complainant is offered an opportunity to meet with the Head, accompanied if they wish by a friend, relative or advocate. If necessary Head Teacher interviews witnesses and takes statements from those involved, including pupil if relevant and appropriate. HT keeps written record of statements, tel conversations etc. HT provides written response to the complaint, including the decision and reasons for it. Parent advised that if they wish to take the complaint further they should notify the Chair of Governors within 5 weeks of receiving the written outcome.

STAGE 3

Review by Governing Body.

Governing Body should take advice from LA at this stage. Clerk writes to acknowledge receipt of written request. Complaint to be heard by 3 members of the Governing Body within 20 working days. Complainant given opportunity to submit further written documentation. Clerk to convene a Governors' Complaints panel. (Governors should have had no previous involvement in the complaint) Chair or Vice Chair should chair the Panel. LA guidance describes the procedure to be followed within the meeting. Written decision of the Panel to be sent to both parties (HT and Complainant) within 15 working days. Advice re further appeal given to Complainant

STAGE 4

Mediation by LA

LA procedures for bringing in Face to Face to attempt mediation are available in school

STAGE 5

Beyond the LA.

Complaint can be taken to Ofsted or the Secretary of State. Complaint regarding maladministration of local authority services including education should be made to the Ombudsman.

Details of Complaints at Stage 2 and beyond will be sent in to the LA on a termly basis.

Signed By: _____ (Chair of Governors)

Date: _____