



# Spring Vale Primary School

## Concerns, Complaints and Compliments Policy

### Ethos Statement

Spring Vale Primary School has a strong positive ethos of care and community, with everyone working together to enhance the achievement of our children. We aim to have a fully inclusive environment where everyone is valued and every child is able to fulfil their potential.

### **1 Introduction**

- 1.1 We strive to provide a good education for all our children. The headteacher and staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. Everyone at Spring Vale will endeavour to deal with parental worries at an early stage without the need to resort to formal procedures. The following policy sets out the procedures that the school follows in such cases.
- 1.2 If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.
- 1.3 We deal with all complaints in accordance with procedures laid down by the LA. If the school itself cannot resolve a complaint, those concerned can refer the matter to the LA.
- 1.4 All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

### **2 Aims**

- 2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### What to do if I have a compliment?

Share the compliment with the member of staff  
OR  
Share the compliment with the Headteacher who will pass it on to the member of staff responsible.  
We always like to hear any compliments about our school.

### **3 The concerns and complaints process**

- 3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience most matters of concern can be resolved positively in this way. All teachers work very hard to ensure

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that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.

- 3.2 Where parents feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the headteacher. The headteacher considers any such concern very seriously, and investigates each case thoroughly. Most concerns are normally resolved by this stage.
- 3.3 Following the intervention of the Headteacher if the parent is still unhappy that their views have not been taken account of then the next step should be for them to approach the Chair of Governors. It is now that what has up until now been a concern may become something which should be regarded as a complaint.
- 3.4 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The parent should send this written complaint to the chair of governors.
- 3.5 The governing body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.
- 3.6 After hearing all the evidence, the governors will consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.
- 3.7 If the complaint is not resolved, a parent may make representation to the LA. Further information about this process is available from the school or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.
- 3.8 If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

## **4 Monitoring and review**

- 4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school, and records how they were resolved.
- 4.2 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.
- 4.3 This policy is reviewed within the school's self review cycle.

Updated September 2020

Signed:

Date:



## Complaints Procedure

### Stage 1

1. Try to resolve the difficulty informally by discussing the matter with the Headteacher

### Stage 2

1. If you are not satisfied with the way your concern has been dealt with please ask for a school compliments/complaints form.
2. Complete the form and return it to Spring Vale's Complaints and Compliments Co-ordinator-this is Mr Blunt [If you wish to complain about Mr Blunt then please address the complaints form to the Chair of Governors who will carry out the investigation] All completed forms will be retained as a record.
3. The Complaints and Compliments Co-ordinator will carry out an investigation and reply to your complaint in writing within ten working days. [We aim to respond far quicker than this but some investigations may require longer]

### Stage 3

1. If you are not happy with the results of this investigation you should request a review of your complaint which will be carried out by the Appeals Committee of the Governing Body. You will need to write to the governors requesting an appeal. Once a date for this meeting has been arranged you will be invited to attend the meeting and to describe your complaint. You may also be asked to describe what it is that could be done to resolve the problem.
2. This committee will carry out its own investigation and inform you of its decision in writing within ten days of meeting. The Complaints and Compliments Co-ordinator will also be informed of the Committee's decision.
3. The outcomes of the Appeals Committee meeting will be shared with the full governing body to allow it to carry out its duties but without reference to the names of individuals concerned. This will also assist school in the process of self- review and improvement.