



Complaints Policy

Signed: (Head Teacher)

Signed: (Chair of Governors)

Date: January 2020

Date of next review: January 2023

Introduction

At East Markham Primary School, we make every effort to ensure that your child has a happy, trouble free and effective education. With the best will in the world however, sometimes things may go wrong.

We take all complaints seriously, and you can be assured that any grievance will be fully investigated. The School governors have a responsibility, under section 29 of the the Education Act 2002, to deal with all complaints.

Where to start

- The best place to start is by contacting the school. It is much better if matters can be sorted out internally, even if this might feel a little awkward initially. You may complete the attached form and return it to the school if you wish.
- If you are a parent with concerns about day to day school / classroom issues, please contact the class teacher in the first instance and arrange to meet them.
- As a member of the public, or if you are unsure as to who to contact, please telephone the office. The office manager will inform you as to who to contact.

The earlier you contact the school, the easier it often is to resolve a problem, so please do not hesitate to get in touch.

What happens if that fails?

If this should not result in a satisfactory resolution, your next point of contact should be the Head Teacher, and an appointment should be made to see them.

If the complaint is about the Head Teacher and you feel you cannot approach them, please contact the nominated Complaints Governor, whose details can be obtained from the school office.

If the complaint is about the Governing Body or a governor, please contact the Chair of Governors. If it is about the Chair, the nominated Complaints Governor will investigate the matter.

What happens next?

Should non of the above result in a satisfactory solution to your complaint, then a formal complaint in writing should be made to the Complaints Governor, via the school office.

The complaint will be investigated (within a reasonable time of 20 days) and if the Complaints Governor agrees your complaint is justified, you will be informed in writing as to what action will be taken. Should this not be the case, you will be informed of the decision and the reasoning behind it. If you are not satisfied with the way in which your complaint has been dealt, you have the right of appeal to a committee of the Governing Body. This committee will be made up of governors who have not had any previous involvement with your complaint. You will be able to attend a meeting of the committee to put your case. The Head Teacher and the school governor responsible for investigating complaints will also attend to explain what they have done to resolve your concerns. The committee will write to you after listening to all parties and coming to their conclusion.

Investigating the Complaint

At all stages of the investigation, it should be established WHAT has happened and WHO has been involved.

The Complaints Governor will attempt to clarify the complaint and will:

- Appoint an independent Clerk to minute the meeting;
- Ensure that all involved are aware that any documentation, including witness statements, could be seen by the complainant, subject to the Data Protection Act. Names should therefore be redacted from witness statements;
- Meet with the complainant;
- Interview those involved in the matter (allowing them to be accompanied if they wish);
- Conduct the interview with an open mind and be prepared to persist in the questioning;
- Should it be deemed necessary, the school may want to seek advice from Governor Services or legal services.

Resolving Complaints

At each stage, the school may consider offering one or more of the following:

- Dismissal of the complaint
- Or uphold the complaint in whole or part and make:
 - An apology
 - An explanation
 - An admission that the situation could have been handled differently or better
 - An assurance that the event complained of will not recur
 - An explanation of the steps that have been taken to ensure that it will not happen again
 - An undertaking to review school policies in the light of the complaint

School will record the progress of the complaint and the final outcome, informing the complainant of this in writing.

Finally if you are still not satisfied, you can complain to the Department of Education, using the following address:

Department for Education
2nd Floor, Piccadilly Gate
Manchester
M1 2WD

There will be times when despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the Chair of the Governing Body will inform them in writing that the procedure has been exhausted and that the matter is now closed.

Complaints Form

Please complete and return to the 'School Complaints Governor', via the school office. The following email address should be used if sending electronically: office@eastmarkham.notts.sch.uk. Receipt will be acknowledged and any action to be taken, explained.

Your name:

Pupil's name:

Your relationship to the pupil:

Your address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint including relevant dates:

**What action, if any, have you already taken to try and resolve your complaint:
(Who did you speak to and what was the response?)**

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: