

**DALE COMMUNITY PRIMARY
AND
STONEHILL NURSERY
FEDERATION**

**COMPLAINTS PROCEDURE
POLICY**

COMPLAINTS PROCEDURE

Introduction

The governors and staff of Dale Primary and Stonehill Nursery Federation School recognize that parents or members of the public may have concerns that they wish to raise with us. A concern is defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

We take all informal concerns seriously and make every effort to resolve them as quickly as possible.

There are occasions however when concerns are raised more formally under the complaints procedures. We define a complaint as 'an expression of dissatisfaction however made about actions taken or a lack of action'.

Complaints may be related to:

- The curriculum (what is taught in the classroom)
- Staff employed in school
- Policies and Procedures
- Health and Safety
- Pupils.

If you have a problem or complaint PLEASE TELL US, we will do our best to solve it.

We solve the vast majority of the complaints we receive, on the spot – or during the day. In any case we aim to respond within 24 hours.

Your first point of contact should be the school office where a member of staff will offer advice as to who can best deal with the problem. If required, bi-lingual staff are available to assist you.

A member of staff will record your complaint on an informal complaints form (Appendix 1) to be passed to the Head Teacher.

If you are not satisfied, having discussed the matter with an appropriate member of staff, please take up the matter with the Head Teacher. If the complaint is to do with matters of health and safety or is a complaint against a member of staff, then please contact the Head Teacher directly.

If you wish to make a complaint against the Head Teacher, the Chair of Governors should be contacted through the school.

Complaints about the curriculum

In accordance with Section 23 of the Education Reform Act 1988 a procedure has been established whereby complaints about the curriculum which cannot be resolved by the school may be pursued through the Education Department at The Council House. A copy of the procedure is available to parents.

The complaint should be put in writing to Education Service, Derby City Council, The Council House, Corporation Street, Derby DE1 2FS

It is recognised by the Governing Body that there may be occasions when members of the public / parents / guardians / carers of pupils may wish to make a complaint against the school or some individual within the school.

It is the intention of the Governing Body to ensure that there is appropriate access to the complaints mechanism and that complaints are efficiently and fairly investigated and resolved to the satisfaction of all parties.

It is expected that complaints will follow the process as set out in the procedures document.

All complaints formal and informal will reach the Head Teacher and will be recorded.

An informal complaint will be dealt with as soon as possible and will involve the complainant in a discussion as to what might resolve the issue.

Formal Complaints

A formal complaint is one which is:

- Deemed serious enough to warrant a formal warning or subsequent disciplinary procedures
- A complaint made in writing directly to the governors
- A complaint made directly to the authority
- A complaint that is specifically requested to be formalised by the complainant.

A formal complaint will be acknowledged in writing by the Head Teacher or the Chair of Governors if the complaint is about the Head Teacher.

The Head Teacher will inform the Chair of Governors within 48 hours of the receipt of a formal complaint.

The investigation will be started by the Head Teacher / Chair of Governors / appointed member of staff / appointed investigating officer within one week.

If the complaint is against a member of staff that person will have an opportunity to respond to the complaint.

The complainant will receive a response within a reasonable timescale and will be informed of this.

If the complaint is against a member of staff the outcome of the complaint will be discussed with that person.

Complainants will be asked to put their complaint in writing. Assistance from an appropriate member of staff will be available if necessary.

Complaints need to be made as soon as possible after an incident arises (three months is considered to be an acceptable time frame).

An annual report is presented to governors which outlines complaints for the year.

In the event of a complaint of a most serious nature, immediate action may be taken by the Head Teacher / Chair of Governors at their discretion.

At any meeting where complaints are discussed, involved parties can be supported by a person of their choice. Additional representatives to be approved by governors.

Unresolved issues will be heard by an appeals committee of the Governing Body. No governor who has any previous knowledge of the incident which gave rise to the complaint should be a member of the appeals committee.

Following consideration of the evidence the appeals committee will decide what action if any should be taken. Their decision, taken on behalf of the Governing Body, will be communicated in writing to the person who lodged the complaint, and person against whom the complaint has been made.

The decision of the appeals committee is final.

If the matter still remains unresolved, parents have the final sanction of moving the pupil to another school.

Monitoring Procedure

Formal and informal complaints will be recorded on the Complaints Procedure's Monitoring Data form (Appendix 2) by the Head Teacher.

The data will be presented to the Governors for their consideration annually.

The Governors will use the information to improve the educational services offered by Dale and Stonehill, to its pupils, parents, staff and the wider community.

Anthony Adams
Chair of Governors

April 2016

Appendix 1
To be completed
by Head Teacher

DALE PRIMARY AND STONEHILL NURSERY FEDERATION

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Confidential information

Informal Complaint

To be completed by a member of staff when a complaint is raised by a parent.
(This is not a formal complaint. Formal complaints should be made to the Head Teacher in the first instance).

By whom was the complaint made:

Please record the substance of the complaint below:

Complaint received by: Date:

Please return to Linda Sullivan.

Appendix 2
For Governors Meeting

DALE PRIMARY AND STONEHILL NURSERY FEDERATION

COMPLAINTS PROCEDURE

Monitoring Data

CATEGORY	INFORMAL		FORMAL	
	Date	Outcome	Date	Outcome
Curriculum				
Staff employed in school				
Policies and Procedures				
Health and Safety				
Pupils				

Chair: **Date:**