



# Hollinswood Primary School & Nursery

## Complaints Policy

January 2019

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<b>Policy Authors</b>	Hollinswood Primary School & Nursery
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## **Hollinswood Primary School & Nursery – Complaints Policy**

### **Statement of policy about how complaints by parents and others will be dealt with.**

This policy statement relates to complaints other than those about the curriculum, religious worship, exclusions, staff grievances or disciplinary procedures for which a separate procedure has been established by the Local Authority and approved by the Secretary of State. Details of this separate special procedure are available from the school office should anyone wish to make a complaint about the areas outside the scope of this complaints policy.

Please also refer to the DfE Best Practice Advice for School Complaints Procedures 2019 (Departmental advice for maintained schools, maintained nursery schools and local authorities) [https://www.gov.uk/government/publications/school-complaints-procedures?utm\\_source=9f9ad793-0f30-4c1a-a5ff-67ae795d98f4&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate#history](https://www.gov.uk/government/publications/school-complaints-procedures?utm_source=9f9ad793-0f30-4c1a-a5ff-67ae795d98f4&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate#history)

#### **1. What is a complaint?**

The school considers a complaint principally to be an expression of grievance or dissatisfaction received from or on behalf of a parent or member of the public regarding: -

- Action taken by or on behalf of the school.
- Failure by the school or its staff or contractors to respond to a reported problem.
- The standard of service(s) provided or discrimination in their delivery.
- The policies of the school.

The difference between a concern and a complaint

- A 'concern' may be treated as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.
- A 'complaint' may be generally recognised as 'an expression or statement of dissatisfaction however made, about actions taken or a lack of action'.

It's in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to follow formal procedures. Schools should take informal concerns seriously and make every effort to resolve the matter as quickly as possible. However, there will be occasions when complainants want to raise their concerns formally. In those cases, your complaints procedure should be followed.

#### **2. How to make a complaint**

A parent or carer (even if their children no longer attend the school) or member of the public can make their complaint in the first instance either verbally or in writing to the headteacher.

The school, if asked, will help anyone who would like assistance to set out their complaint including access to translation services where necessary.

Complainants have the right to request an independent panel, if they believe there is likely to be bias in the proceedings. Schools should consider the request but ultimately, the decision is made by the governors

### **3. How are complaints dealt with?**

It is hoped that the majority of complaints can be resolved informally either by raising them verbally, in person or on the telephone, or by putting them in writing, given or sent to the school, when they can be discussed there and then or at a mutually agreed time and a satisfactory explanation given or resolution speedily implemented.

Complaints that cannot be resolved informally will be dealt as follows:

- An acknowledgement (or final response where possible) will be sent to the complainant within **five school working days**.
- The complainant will be told the name and telephone number of the person dealing with the complaint.
- A full response will be sent within **twenty school working days**, or if a complete answer still cannot be given, the complainant will be told what is being done to investigate the complaint and how long this will take.
- The complainant will be told if their complaint has to be dealt with under a separate procedure.

### **4. Where to go if not satisfied with the outcome**

Complainants not satisfied with the outcome of their complaint dealt with by the Headteacher should write to: -

**The Chair of Governors  
c/o The School Address**

who will arrange for the complaint to be looked into by the governing body's complaints committee. Even at this stage there is provision within the policy for the complaint to be tried to be resolved informally and the chair of governors may choose to try to do so in the first instance before formal referral to the complaints committee itself.

Thereafter, complainants still not satisfied with the outcome and who want to take the matter further, beyond the school, can write to:

Department for Education  
2<sup>nd</sup> Floor, Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

### **5. What to do if the complaint is about the headteacher**

Complaints about the Headteacher, that the complainant cannot or does not wish to raise directly with the Headteacher, should in the first instance be sent to the chair of governors who will arrange for the matter to be dealt with as set out above.

## **6. Monitoring of Complaints**

An anonymous analysis of all formal complaints will be reported to the governing body regularly so that any necessary changes in the school's policies, practices or procedures can be considered and implemented.

