



## Lindow Community Primary School

### School Policies

### Control Sheet

Policy: **School Complaints Procedure**

Policy Type: **Statutory**

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Owner: **Headteacher**

Approved by: **Governing Body**

Reviewed: **Annually**

## **Policy: School Complaints Procedure**

### **1. Introduction:**

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. Lindow Community Primary School is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it may not be investigated.

The prime aim of Lindow Primary School's Complaints Procedure Policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

The following details outline the stages that can be used to resolve complaints.

### **2. Lindow Primary School Complaints Procedure Policy has three stages**

- Stage 1 – A concern is raised informally with a staff member
- Stage 2 – Complaint is heard by the Headteacher
- Stage 3 – Complaint is heard by Governing Body's Complaints Appeal Panel

Note: All meetings and/or conversations will be recorded and notes of the meetings will be made available to all parties.

#### **Stage 1 – Raising a concern**

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact a member of staff. On some occasions the concern raised may require investigation, or discussion with others, in which case the complainant will receive an informal but informed response within a two working days. The majority of concerns will be satisfactorily dealt with in this way. These concerns will always be recorded on a 'Record of Conversation' form.

#### **Stage 2 – Complaint heard by the Headteacher**

If the matter has not been resolved at Stage 1, please write to the Headteacher within 10 school working days. The Headteacher will arrange further investigation. Following the investigation, the Headteacher will normally give a written response within 10 school working days.

#### **Stage 3 – Complaint heard by the Governing Body's Complaints Panel**

If the complainant is dissatisfied with the response and the matter has still not been resolved at Stage 2, they should write to the Chair of Governors within 10 school working days giving reasons for escalation. The Chair or a nominated Governor will convene a Complaints Panel made up of 3 governors. The hearing will normally take place within 10 school working days of the receipt of the written request for Stage 3 investigation.

The aim of the Complaints Panel hearing is to resolve the complaint impartially and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel's decision in writing within three school working days after the date of the hearing.

**N.B.** In cases where the matter concerns the conduct of the Headteacher, the Headteacher and Chair of Governors will be informed of the complaint. The Chair will consult with the Local Authority to determine an appropriate course of action. In cases where the matter concerns the conduct of a member of the Governing Body, the Headteacher and Chair of Governors will take appropriate action in consultation with the Local Authority, if appropriate. The member will be informed of the complaint.

**The Governors appeal hearing is the last school-based stage of the complaints process.**

If further action is required then Cheshire East Council will be contacted to advise regarding the next course of action.

This Policy also relates to **Allegations of Abuse Against Staff** Policy.