



Sutton St James Community Primary School



Complaints Policy

Review Date: May 2017

Headteacher: Claire Willows	
Chair of Governors: Peter Horsfield	
Date implemented:	
Date for review:	



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Purpose

Sutton St James Community Primary School aims to provide all the children with a positive educational experience which supports them in achieving their full potential and fulfill their role as constructive members of society. However, if a parent/carer is unhappy about something at the school, then they can make a complaint to the school. Every school is required by law to have a complaints procedure and they must make this available to parents on request.

Stage 1

Informal Resolution

The governors and staff of Sutton St James Community Primary School hope that concerns or complaints can be resolved quickly and constructively in an informal manner to the satisfaction of all concerned. In the first instance, parents/carers should arrange to discuss any issues with their child's teacher.

Stage 2

If, after speaking to the teacher, the complainant does not feel that their complaint has been properly dealt with, or, if your concern is about the conduct of a particular teacher, then you can discuss the matter with the head teacher.

Stage 3

Formal Resolution

If Informal Resolution fails to address the concerns of the complaint then, unless the complaint is about the conduct of the head teacher, they should make a formal written complaint, specifying the details of the complaint, to the head teacher. The complainant will be invited into school to further discuss their concerns with the head teacher and then be sent a written response to their complaint within 10 working days.

Stage 4

If the complaint is about the conduct of the head teacher, or if the complainant is dissatisfied with the head teacher's response to their formal complaint letter and want to take the matter further, then they can contact the school's governors. The complainant should send written details of their complaint, along with any correspondence and evidence to support their complaint, to the Clerk to the Governors at the school address, marking the envelope 'Private and Confidential'. If, for some reason, they do not feel able to do this, they should

contact the Clerk, via the school, who will hear their concerns and help them to put together a written statement which they will be asked to sign.

The governors will convene a panel of three governors to investigate and hold a meeting to hear all evidence within 10 working days of the complaint being received.

Depending on the school's procedure, the governors may consider the complaint through written representations or may invite the complainant to a hearing.

If the complainant would like to discuss their concerns with someone in the Local Authority or want advice on making a complaint, then they can speak to the County Council's Customer Service Centre Education Team on 01522 782030.

If the child has special educational needs and the concerns are about the school's management of those needs, parents/carers can seek advice from Parent Partnership - phone 01522 553351, or visit their website:

<http://partners.lincolnshire.gov.uk/parentpartnership/index.asp>.

Complaints about Governors' decisions

The decision of the governors is usually final, but if the complainant is dissatisfied with their response, or they believe that the governors have failed to follow agreed policies or procedures – whether the school's own or nationally determined ones – then the complainant can refer their complaint to the Secretary of State for Education. The complainant must do this in writing, either by post to:

School Complaints Team
Department for Education
Castle View House
East Lane
Runcorn, WA7 2GJ

Or, by using the online School Complaints form. This can be accessed at:

<http://www.education.gov.uk/b00212240/guidance-on-making-a-complaint-about-a-school/how-to-complain-to-the-department-about-a-school>

Before submitting a complaint, the complainant should read the guidance section on making a complaint about a school. This can be accessed at:

<http://www.education.gov.uk/b00212240/guidance-on-making-a-complaint-about-a-school>