

MUXTON PRIMARY SCHOOL



COMPLAINTS POLICY / PROCEDURE STATEMENT (HOW COMPLAINTS BY PARENTS AND OTHERS WILL BE DEALT WITH)

Note: This policy statement relates to complaints other than those about the curriculum or religious worship for which a separate procedure has been established. Details of this procedure are available from school.

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.

2. How to make a complaint

A parent 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.

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?**

- (i) Complainants not satisfied with the outcome of their complaint dealt with by the headteacher should write to: -

The Chair of Governors
c/o Muxton Primary School
Marshbrook Way
Muxton
Telford
TF2 8SA

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.

- (ii) Thereafter, complainants still not satisfied with the outcome who want to take the matter further, beyond the school, can write to -

The Secretary of State for Education
Department for Education
Sanctuary Buildings
Great Smith Street
Westminster
London SW1P 3BT

However, the LA's policy is that unless allegations relate to serious incidents of staff conduct, child protection issues or potential criminal activity it will not look into complaints about matters in schools until after the school's own complaints procedures have been fully exhausted and concerns still remain. The LA consider schools should have every opportunity to resolve complaints at local level in the first instance. The LA recognise that the majority of issues raised can only be effectively resolved at local level where, in most cases the power to take appropriate action is vested in the school rather than the LA.

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 in 4(i) 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.

