



Stewart Headlam Primary School Complaints Policy

Stewart Headlam Primary School COMPLAINTS POLICY

This policy should be used in conjunction with the DFE School Complaints Toolkit 2014.

Introduction:

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. Stewart Headlam 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 will not be investigated.

The prime aim of Stewart Headlam Primary School's 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. Malicious complaints may incur appropriate action by the school.

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

The Stewart Headlam Primary School Complaints Policy has four main stages.

In summary they are as follows: -

- Stage 1 – A concern is raised informally with the class teacher.
- Stage 2 – Formal complaint is heard by the Phase Assistant Headteacher.
- Stage 3 – Complaint is heard by Head teacher.
- Stage 4 – Complaint is heard by Governing Body's Complaints Appeal Panel.



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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 with the child's Class Teacher. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the school within 10 school working days and state what you would like the school to do. The school will then look at your complaint at the next stage.

Stage 2 – Complaint heard by the Assistant Headteacher of the Appropriate Phase.

Formal complaints shall be put in writing and addressed to The Assistant Headteacher of the Foundation Stage/ The Assistant Headteacher of KS1/ The Assistant Headteacher of KS2 (The Deputy may assist if the staff member is unavailable). The complaint will be logged, including the date it was received. The school will normally acknowledge receipt of the complaint within 2 school working days of receiving it. In many cases this response will also report on the action the school has taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 school working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at stage 2 please write to or call the school within 10 school working days of getting our response. You will need to tell the school why you are still not satisfied and what you would like the school to do.

Stage 3 – Complaint heard by Head teacher

If the matter has not been resolved at Stage 2, the Head teacher will arrange further investigation. Following the investigation, the head teacher will normally give a written response within 10 school working days. If you are dissatisfied with the result at stage 3, you should let the school know within 10 school working days of getting the response.

Stage 4 – Complaint heard by the Governing Body's Complaints Appeal Panel

If the matter has still not been resolved at Stage 3, then you should write to the Chair of Governors giving details of the complaint. The Chair or a nominated Governor will convene a complaints panel. The hearing will normally take place within 10 school working days of the receipt of the written request for Stage 4 investigation.



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The aim of the Appeal panel hearing is to impartially resolve the complaint 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. The letter will also contain what you need to do if you wish to take the matter further.

N.B. In cases where the matter concerns the conduct of the Head teacher, the head teacher and Chair of Governors will be informed of the complaint. The Chair will arrange for the matter to be investigated. In cases where the matter concerns the conduct of a member of the Governing Body the member will be informed of the complaint.

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

Are you still dissatisfied and want to take the complaint further?

Tower Hamlets Council

If you're unhappy about any aspect of the service you receive from Tower Hamlets children's services, you have the right to complain.

Complaints about education and schools should be made directly to the Headteacher of your child's school. After you've made your complaint known to the head, the chair of governors can be approached.

If you aren't satisfied with the school's response, you can follow it up with a complaint to the council. The council will advise you of any further steps in the procedure.

Checklist for making a complaint

Is your complaint about a school?

- Do you have a written response from the Headteacher?
- Do you have a written response from the school chair of governors?



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If you aren't satisfied with their responses, fill in an education complaint form, attach both the headteacher and chair of governor's responses and send to the address below.

Is your complaint about an education service?

- Have you spoken to a member of staff?

If you aren't satisfied with the outcome of your discussion, fill in an education complaint form and send to the address below.

How to contact us

Department for Education
2nd Floor
Piccadilly Gate
Store Street
Manchester
M1 2WD