

SCHOOL COMPLAINTS PROCEDURE

At Offley Primary School we all work very hard to build positive relationships with all Parents/Carers. Our aim is to deal with issues and problems before they become a 'complaint'.

However there is a clear protocol to follow if necessary and the steps to follow and their outcome are outlined in this document. All references to working days refer to days on which the school is open to pupils and for staff training days.

<p>Informal expression of concern made to the school.</p>	<p>Many concerns and minor complaints can be resolved quickly and informally either with the class teacher or member of school team. As appropriate the Headteacher should be contacted to support a resolution in this process.</p>
<p>Stage 1 – Formal Complaint to the Headteacher</p>	<p>A formal complaint should be made in writing to the school.</p> <p>The Headteacher will offer to meet with the complainant to discuss his/her concerns within ten working days of receiving the complaint, or as soon as is reasonably practicable. Where necessary the Headteacher, or other nominated member of staff, should carry out a full investigation into the issues raised. The Headteacher will give a written response to the complainant as soon as possible but, in any case, within ten working days of this meeting. Where the complainant is dissatisfied with this response, the complaint should move to the first formal stage of the procedure.</p>
<p>Stage 2 – Formal Complaint to the Chair of Governors</p>	<p>If the complaint cannot satisfactorily be resolved the complainant should put their complaint in writing to the Chair of Governors. The Chair/Vice Chair/nominated governor should offer to meet with the complainant to discuss his/her concerns within ten working days of receiving the complaint, or as soon as is reasonably practicable after this.</p> <p>The Chair/Vice Chair/nominated governor will review the investigation and Headteacher's decision and may confirm this decision or reach a different decision. The governor may choose to reinvestigate the complaint in whole or in part.</p> <p>The Chair/Vice Chair/nominated governor will communicate his/her response in writing to the complainant as soon as possible but, in any case, within ten working days. Where the complainant is dissatisfied with this response the complaint should move to the appeal stage of the procedure.</p>
<p>Stage 3 - Appeal Stage</p>	<p>If the complainant wishes to appeal against the decision made at the formal stage they must indicate their intention to do so within ten working days of receipt of the outcome of the formal stage.</p> <p>The complainant should do this by sending a written appeal to the Chair of Governors. This should state the original complaint and the reasons for on-going dissatisfaction. The Chair of Governors, or nominated governor, may decline to accept a complaint into the</p>

	<p>Appeal Stage where s/he, acting reasonably, believes that the complaint has been upheld in full at the Formal Stage and in all the circumstances there is no merit in the matter proceeding further.</p> <p>If the complaint is progressed a Governors' panel should be convened, consisting of three governors who have had no previous involvement in consideration of the complaint.</p> <p>The meeting of the governors' panel should take place as soon as possible, but in any case a date should be set and communicated to the complainant within twenty working days of receipt of the appeal. The governors' decision should be communicated in writing to the complainant within five working days of the meeting. The complainant will have no further right to appeal this decision within the school.</p>
<p>Complaining to the Secretary of State</p>	<p>If a complainant believes that the Governing Body has acted unreasonably s/he can complain in writing to the Secretary of State for Education. Complaints to the Secretary of State regarding maintained schools are handled by the Department for Education.</p>