



CROCKERTON CHURCH OF ENGLAND VA PRIMARY SCHOOL and HEYTESBURY CHURCH OF ENGLAND VA PRIMARY SCHOOL

| Crockerton | | Heytesbury | |
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| Mission Statement: <i>Within the love of God, together we live, learn, care and celebrate. For each other and for ourselves we aim for the best.</i> | | Mission Statement: <i>At Heytesbury School, we believe in helping the whole child to develop within a secure, caring, Christian environment. We strive for every child to be the best they can in three key areas: Head, Hands, and Heart.</i> | |
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Complaints Procedure

This is a combined, single policy which has been written on behalf of the Governing Body for Crockerton and Heytesbury Church of England VA Primary Schools

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| Written | September 2014 |
| Author | Policy Committee, review by Full Governors |
| Next Review | September 2016 |

Introduction

Since 1 September 2003 Governing Bodies (GBs) of all maintained schools and maintained nursery schools in England were required, under Section 29 of the [Education Act 2002](#), to have in place a procedure to deal with complaints relating to the school and to any community facilities or services that the school provides. The law also requires the procedure to be publicised.

This procedure does not replace the existing procedure for complaints about the curriculum or collective worship, nor does it replace the need for a staff grievances or disciplinary procedure which is outline separately.

INFORMAL LEVEL

Many complaints or potential complaints can best be resolved through an informal discussion with the class teacher or the Headteacher. This is where the complaints procedure for our school starts, unless there are exceptional circumstances. Anyone who feels that they have a complaint is advised to seek a resolution informally before proceeding with a formal complaint.

The problems you have will vary. You may have a simple question to ask. Or you may have a more serious enquiry. Here is some guidance on what to do.

- It may be sufficient to write a note in the Homework Diary.
- Talking to your child's Class Teacher may clear up the problem.
- Make an appointment with your Class Teacher.
- If having spoken to the above, and still wish to have further consultation, make an appointment with the Headteacher.
- If the matter is unresolved, you could put it in writing to the Headteacher.
- If after consultation with the Headteacher you feel that the problem is still unresolved you can make a formal complaint to the Governing Body.

FORMAL LEVEL

If attempts to resolve a situation informally have not been successful, the complainant will be given copies of the appropriate documents explaining the procedure to be followed for making a formal complaint. The complainant should set out the complaint in writing, with the required information and submit it to the Clerk of Governors who will inform the Governing Body. The Governing Body will then take appropriate action.

Receiving the complaint – the persons receiving the complaint will:

- Listen sympathetically to the complainant
- Offer an immediate acknowledgement verbally or within three days in writing
- Indicate what action will be taken, by whom and by when
- Decide, in consultation with others if necessary, to whom the complaint should be referred
- Ensure that all relevant information is passed on to the person investigating immediately.

Dealing with the complaint – The person investigating the complaint will:

- Ensure that a thorough and fair investigation is carried out
- Consult appropriately
- Maintain confidentiality

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- Involve other agencies eg the Police, Social Services etc as appropriate and after careful consultation
- Keep the complainant informed of the progress of the investigation

If the complaint concerns a member of staff that person has the right to be informed immediately, be given the opportunity to put their side of the case, be kept informed of the progress in the investigation and of the outcome.

Deciding what action to take - If the person investigating the complaint finds that there is a case to answer the following methods of redress may be offered:

- An apology
- An explanation
- Action to put things right

The complainant will be informed of the outcome of the investigation as soon as is reasonably possible. She/he will also be informed to whom reference can be made if the outcome is not thought to be satisfactory.

If the person investigating is not a member of the Senior Management Team she/he will ensure the Senior Management Team is fully informed.

Keeping Records – The person investigating will ensure that:

- Careful records are kept
- The complaints log is completed
- Confidentiality is maintained

Reviewing and monitoring – The Senior Management Team will:

- Review the complaints log termly
- Survey complaints to determine the level of satisfaction achieved
- Report termly to the governors' appropriate sub-committee

Complaints Procedure

Complaints Log

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| Name of complainant: | Address: | Phone Number: |
| Received By: | | Date: |
| Dealt with by: | | |
| Nature of Complaint: | | |
| Action Taken: | | |
| Date Matter Closed: | | |

< ----- End of Policy ----- >