



School Complaints Policy

**This policy was reviewed in Term 1 2018
and will be reviewed in line with the policy review timetable.**

School Complaints Policy

General Principles:

- This procedure is intended to allow you to raise a concern or complaint relating to Heron School, or the services that we provide.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To allow for a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, the school will not consider any complaint that was raised more than 3 months after the event.

Raising a concern or complaint

Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by discussing the concern with the classteacher informally; it may be advisable to make an appointment, by telephone or by letter. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns, it may be appropriate to address them directly to the Headteacher (or to The Chair of the Governing Body, if the complaint is about the Headteacher).

If you are uncertain about whom to contact, please seek advice from the school office or the Clerk to the Governing Body who can be contacted via the school office.

Formal Stage

If your concern is not resolved at the informal stage you must put the complaint in writing and pass it to the Headteacher, (or to the Clerk to the Governing Body, for the attention of the Chair, if the complaint is about the Headteacher) who will be responsible for ensuring that it is investigated appropriately. A Complaint Form is provided to help you.

You should include details that might help the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement about what you hope might reasonably contribute to a resolution of the problems at this stage. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the Headteacher or to the Clerk to the Governing Body, as appropriate.

The Headteacher (or Chair) may invite you to a meeting to discuss your complaint and to seek a resolution. If you accept that invitation, a friend may accompany you if you wish, to help you in explaining the nature of your complaint.

It is possible that your complaint will be resolved through a meeting with the Headteacher (or Chair). If not, arrangements will be made for the matter to be referred to the Chair of Governors. In any case, you should learn in writing, usually within 5 days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

The Chair of Governors may invite you to a further meeting to discuss your complaint and to seek a resolution. Again, if you accept that invitation, a friend may accompany you to help you explain the nature of your complaint. In any case, you should learn in writing, usually within 5 working days of the Chair of Governor receiving your formal complaint, of the outcome.

If you are not satisfied with the way in which the process has been followed, you can request that the Governing Body reviews the process followed by the school in handling the complaint. You must make this request in writing to the Clerk to the Governing Body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed.

Review Process

A panel of three members of the Governing Body will conduct any review of the process followed by the school. This will usually take place within 10 school days of receipt of your request.

The Governors on the review panel will normally consider written submissions, but will sympathetically consider any reasonable requests to make oral representations.

The panel will first receive written evidence from the complainant of perceived failures to follow the procedure

The panel will then invite representatives of the school (usually the Headteacher or the Chair of the Governing Body panel that has considered the matter), as appropriate, to make a response to the complaint.

The panel may also have access to the records kept of the process followed.

You, and the school representatives, will be informed in writing of the outcome, usually with 5 school days of the panel meeting.

The matter will then be closed as far as the school is concerned.

If you believe that the Governing Body has acted illegally or arbitrarily in handling the complaint, then you may make representations to the Secretary of State for Education.

School Complaint Form

Please complete this form and return it to the Headteacher (or Clerk to the Governing Body), who will acknowledge its Receipt and inform you of the next stage in the procedure.



Your Name:	
Your address:	
Daytime telephone number:	
Evening telephone number:	

Relationship with school, eg: parent of a child on the school's roll:	
Child's name (if relevant of our complaint):	

Please give concise details of your complaint, (including dates, names of witnesses, etc), to allow the matter to be fully investigated:
You may continue on separate paper, or attach additional documents, if you wish.

Number of additional pages attached:	
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What action, if any have you already taken to try to resolve your complaint? (ie whom have you spoken with or written to and what was the outcome?)

What do you hope you might reasonably contribute to a resolution of the problem at this stage?

Signature:

Date:

School Use:

Received By:		Date	
Acknowledgement Sent by:		Date	
Complaint referred to:			
Name		Date	
		Date	

Name			
Name		Date	

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