



## **St George's (Hanover Square) Primary School** **Complaints Policy and Procedures**

### **St George's Mission Statement**

St George's is a Christian school which works in partnership with parents, governors, the church and the local community.

Through friendliness and care we develop independent, successful and confident learners

In reverence we embrace the awe and wonder of God's creation

In service we celebrate the diversity and uniqueness of each other

#### **St George's School Motto**

Working together for the achievement of all

#### **St George's School Values**

Respect, Kindness, Creativity, Forgiveness, Friendship and Honesty

### **1. Introduction**

We believe that St George's (Hanover Square) Cof E Primary provides a good education for all our pupils, and that all our staff work very hard to build positive relationships with all parents and carers. However, in the event of a concern or complaint the school has a procedure to ensure it is dealt with quickly and effectively. The following policy sets out the procedure that the school follows in such cases.

### **2. Aims and Ethos**

St George's aims to be fair, open and honest when dealing with any complaint. We give careful consideration to complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child first.

#### **2.1. Parents' expectations of the School**

Parents who raise an informal or formal concern or complaint can expect the school to:

- respect confidentiality at all times
- respond with courtesy and respect
- respond within a reasonable time
- be available for consultation within reasonable time limits

- attempt to resolve problems using reasonable means in line with the school's policies
- regularly communicate to parents
- keep parents informed of progress towards a resolution of the issues raised
- communicate the existence of this policy

## **2.2. The School's expectations of parents**

The School can expect parents who wish to raise problems with the School to:

- respect confidentiality at all times
- treat all school staff with courtesy and respect
- respect the needs and well-being of pupils and staff within the School
- avoid any aggression, verbal abuse or threats
- recognise the time constraints under which members of staff in schools work and allow the School a reasonable time to respond
- understand that the school has a complaints procedure which it must follow

## **3. Enquiries / Concerns**

It is natural that parents may, occasionally, be concerned about an aspect of their child's education or welfare at school. This could include issues concerning the school's approach to aspects of the curriculum, homework, behavioural problems or any other issue.

The school welcomes enquiries from parents about any matter. Staff are happy to explain our school practices, policies, and how they affect the pupils. If in doubt, please keep asking until you are completely satisfied as all staff are eager to help.

Where a parent feels a concern relates to a child who is or may be in danger of harm, they have a duty to report this immediately to a member of staff who will ensure that proper child protection procedures are followed. Please refer to the school's Child Protection Policy (contained within the Safeguarding Policy).

## **4. Stage 1 – Informal concern/complaint**

If a parent or carer has a concern, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress or development. Class teachers can be contacted by email or by telephone, or in person at the beginning or end of the school day.

*Please do not delay telling us of your concern. It is difficult for us to investigate properly an incident or problem which is more than a day or two old.*

We will ensure that

- you are clear what action or monitoring of the situation, if any, has been agreed

- we speak directly to all appropriate persons who may be able to assist us with our enquiries into your concern.
- We discuss with you (normally within 5 working days) the progress of our enquiries.

You will have the opportunity of asking for the matter to be considered further, once we have responded to your concern.

If you are dissatisfied following this informal approach, your concern will become a complaint and we will deal with it at the next stage.

### **5. Stage 2 – Referral to the Head teacher or Assistant Headteacher**

We encourage any parent who has a concern that they feel unable to discuss with their class teacher to informally speak or write to the headteacher or other senior member of staff to resolve the matter.

Equally, if a parent feels that a situation has not been resolved through contact with the class teacher, or if the concern is about the class teacher, they should make an appointment to discuss it with the headteacher.

The headteacher (or designate) considers any such complaint very seriously and investigates each case thoroughly. The school would expect that most complaints be resolved at this stage. The complaint can be made orally or in writing.

The headteacher (or designate) will:

- normally acknowledge the complaint within 3 school days & give a target date for providing a response
- provide an opportunity to discuss the issue. The parent(s) can be accompanied by a friend and the headteacher may also ask for another member of staff to be present if deemed appropriate.
- provide a response as soon as practicable, and usually within 15 school days.

### **6. Stage 3 – Formal complaint to the Chair of Governors**

Should a parent be unhappy with the headteacher's response to the complaint, or have a complaint about the headteacher, s/he should contact the chair of governors, who is obliged to investigate the complaint. The chair of governors will do all s/he can to resolve the issue informally through a dialogue with all parties, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.

- 6.1. A formal complaint must be made in writing to the Chair of Governors, stating the nature of the complaint and why they are unhappy with the way the school has handled it so far.
- 6.2. The chair of governors (or designate) should normally acknowledge the complaint within 5 school days, clarify where necessary and give a target date for providing a response. This would normally be within 15 school days.
- 6.3. The chair or designate will undertake an investigation of the matter, normally involving:

- inviting the complainant to a meeting to discuss the issue. The complainant should be given reasonable notice of the meeting and be entitled to be accompanied by a friend.
  - gathering information in relation to the complaint, by interviewing members of staff, witnesses, taking and/or reviewing statements etc.
  - keeping appropriate written notes of all of the above.
- 6.4. The purpose of the chair's investigation will normally be to assess whether or not the initial complaint was handled appropriately and/or whether appropriate procedures were followed and actions were taken. It will not routinely re-investigate *prima facie* evidence.
- 6.5. The chair or designate will communicate the conclusion of their investigation in writing to the complainant and provide the complainant with the option of a review by the Complaints panel of the Governing Body (see next stage)

## **7. Stage 4 – Review by the Complaints Panel of the Governing Body**

If the complainant is not happy with response of the Chair of Governors, they may write to the Clerk of the Governing body explaining clearly on what grounds they are unhappy and request that the complaint be considered by the Complaints Panel of the governing body.

Review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.

### **7.1. Complaints Panel**

Any review of the process followed by the school will be conducted by a panel of 3 members of the governing body, chosen from a pool of governors appointed by the Governing Body. Panel members should not include:

- the headteacher
- the governor who dealt with the complaint in Stage 3 (normally the chair of governors)
- staff or parent governors except in exceptional circumstances

### **7.2. Time scales**

7.2.1. The complainant's letter should normally be acknowledged and Governing Body Panel informed within 5 school days of receipt.

7.2.2. The Panel sets a date to meet as soon as reasonably practical and usually within 15 school days of the acknowledgement date of the letter in 7.2.1.

7.2.3. Governors Panel obtains reports from the Headteacher, complainants, chair of governors and any further information/documentation required within 5 school days before the meeting

7.2.4. If the Panel cannot meet because the end of term is less than 15 days from the date of acknowledgement of the letter of complaint, it should usually meet within 10 days of the start of the new term.

7.2.5. The Governing Body Panel will communicate their findings to all parties concerned within 10 school days.

The decision of the Panel is **final** and the matter will then be closed as far as the school is concerned.

## **8. Beyond the school**

- 8.1.** The local authority has no formal authority to investigate school complaints or impose remedies, nor can it overturn the decisions of the governing body. However they may provide advice to both complainants and the school.
- 8.2.** A complaint may be made to the Secretary of State for Education if a person believes that the governing body or local authority is acting “unreasonably” or is failing to carry out its statutory duties properly. Such a complaint is unlikely to be successful where a school can show that it has acted reasonably in seeking to resolve a complaint and has used a “fair” procedure.

## **9. Vexatious complaints**

We will do all we can to help to resolve a complaint against the school but sometimes it is simply not possible to meet all of the complainant’s wishes. Sometimes it is simply a case of “agreeing to disagree”.

If a complainant persists in making representations to the school – to the headteacher, designated governor, chair of governors or anyone else - this can be extremely time-consuming and can detract from our responsibility to look after the interests of all the children in our care.

For this reason, we are entitled to close correspondence (including personal approaches, as well as letters and telephone calls) on persistent complainants where we feel that we have taken all reasonable action to resolve the complaint, or where we feel that there is harassment.

### **9.1. Who is a persistent complainant?**

A persistent complainant is a parent/carer or member of the public who complains about issues, either formally or informally, or frequently raises issues that the complainant considers to be within the remit of the School and whose behaviour is unreasonable. Such behaviour may be characterised by:

- actions which are obsessive, persistent, harassing, prolific, repetitious and/or
- prolific correspondence or excessive e-mail or telephone contact about a concern or complaint
- an insistence upon pursuing unmeritorious complaints and/or unreasonable outcomes
- an insistence upon pursuing meritorious complaints in an unreasonable manner

### **9.2. Harassment**

The chair of governors will also close correspondence where there is the unreasonable pursuit of such actions that:

- appear to be targeted over a significant period of time on one or more members of school staff
- cause ongoing distress to individual member(s) of school staff
- have a significant adverse effect on the whole/parts of the school community and/or

#### **10. Anonymous complaints**

Complaints that are made anonymously will be handled at the discretion of the school and may be considered using other procedures, depending on the nature of the complaint. For example, anonymous complaints relating to (or appearing to relate to) a child protection matter or alleged criminal activity may be referred immediately to the relevant authorities.

#### **11. General time limits**

Except in exceptional circumstances, or where it raises a child protection or other legal issue, we will not normally consider concerns or complaints more than 2 months after the event being complained of. The decision of the school as to whether or not to proceed will be final.

## Appendix A

### St George's (Hanover Square) CofE Primary School - Complaints form

When we receive a complaint, we aim to acknowledge its receipt within 2 school days and send a full or interim response within 5 school days.

Name of complainant:	
Address:	
	Postcode:
Telephone (day):	
Telephone (evening):	
What is your concern and how has it affected you?	
Are you attaching any paperwork? If so, please list this below:	
Have you discussed this matter with a member of staff before filling in this form? If so, who did you speak to and what was the response?	
What would you like to happen as a result of making this complaint?	
Signature:	Date:

## Appendix B

### Expressing a Concern – A guide for parents

#### **If you have a concern**

We would like you to tell us about it so that we can talk with you and see how best to resolve your concern. We welcome suggestions for improving our work in the school. Whatever your concern, please know that we shall treat it as being strictly confidential.

Be assured that no matter what you wish to share with us, our support and respect for you and your child in the school will not be affected in any way. *Please do not delay telling us of your concern. It is difficult for us to investigate properly an incident or problem which is more than a day or two old.*

After hearing your concern we shall act as quickly as we can. Please allow time for any action we may take to be effective.

#### **What to do first**

Please contact your child's class teacher (or other appropriate member of staff) and arrange a time when you can discuss your concern. It may be possible for you to see the teacher straight away but usually it is better to make an appointment so that you can sit and talk things through.

#### **What to do next**

If you are still unhappy, ask for an appointment with the Headteacher or Assistant Headteacher. If you wish to do so, it is helpful if you can give a brief outline of your concern when you make the appointment. After your discussion with the senior leader you may have to wait a short time while investigations are carried out. If the complaint is against the head teacher you should contact the Chair of Governors.

Every effort will be made to resolve the situation as quickly as possible and the senior leader will send you a written response.

#### **If you are still unhappy**

The problem will normally be solved by this stage. However, if you are still not satisfied you may wish to write to the Chair of the governing body.

The Chair of the governing body will probably discuss the matter with the headteacher and may arrange for a further investigation. S/he will then write to you to say what s/he has decided to do in response to your complaint.

#### **Further action**

Finally, if the complaint has still not been resolved and you feel procedures haven't been followed, you may ask for your complaint to be heard by the Complaints Panel of the governing body. The Complaints Panel would listen to you, to the headteacher and others involved and come to a decision.