

## **Russell Hall Primary School Complaints Policy**

### **Introduction**

We strive to provide a good education for all our children. The headteacher and staff work very hard to build positive relationships with all parents and carers. However, the school is obliged to have procedures in place in case there are complaints by parents or carers. The following policy sets out the procedures that the school follows in such cases.

If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.

We deal with all complaints in accordance with procedures laid down by the LA. If Russell Hall cannot resolve a complaint, those concerned can refer the matter to the LA.

All parents and carers have the right, as a last resort, to appeal to the Secretary of State for Education and Skills, if they still feel that their complaint has not been properly addressed.

### **Aims and objectives**

Russell Hall aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### **The complaints process**

If a parent is concerned about anything we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience, most matters of concern can be resolved positively in this way. All staff work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.

Where parents or carers feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher or Deputy Headteacher. The Headteacher or Deputy Headteacher considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.

If the informal complaints procedure fails to resolve the matter or the complaint is about the Headteacher then the parent or carer should then make an approach to the Chair of the Governing Body, who will be obliged to investigate it. They can be contacted by email at [matthew.bibby@russellhall.bradford.sch.uk](mailto:matthew.bibby@russellhall.bradford.sch.uk).

The Chair of Governors will treat the complaint as being formal and initially do all they can to resolve the issue through dialogue with the Headteacher and parents or carers. This may include some or all of the following actions:

- Parent or carer may be asked to put their complaint in writing, stating the nature of the complaint and how School has handled it so far.
- Governors may arrange a meeting with the person making the complaint to discuss the complaint, giving at least three days notice. More than one meeting may be necessary i.e an initial meeting to discuss to discuss the complaint and a secondary meeting to resolve the issue.

The Governing Body will acknowledge receipt of the complaint within three working days. Thereafter they must consider all complaints within three working weeks of receipt.

After hearing all the evidence, Governors will consider their decision and inform the parent about it in writing. The Governors will do all they can at this stage to resolve the complaint to the parent's satisfaction.

If the complaint is not resolved, a parent may make representation to the LA. Further information about this process is available from the school or from the LA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education and Skills.

### **Monitoring and review**

The Governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school, and records how they were resolved. Governors examine this log on an annual basis.

All complaints received will be discussed at the next scheduled Governing Body meeting, where the necessary action will be decided and passed to the relevant area and report back as and when necessary.

Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents and carers, so that they can be properly informed about the complaints process.

This policy will be reviewed every four years, or earlier if required.