

Introduction

Our school 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 and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The complaints process

If a parent is concerned about anything to do with the education that we are providing at our school, 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 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.

Where a parent feels 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. The headteacher *may* if appropriate delegate the tasks of investigation and resolution to the appropriate deputy headteachers - while retaining overall responsibility. The headteacher considers any such complaint very seriously and will ensure each case is investigated thoroughly.

The headteacher will invite the complainant/parent to a formal meeting to discuss the findings of any investigation, and the proposed way forward. The parent will have the opportunity to respond. The meeting will be followed-up by a formal letter.

Most complaints are normally resolved at this stage.

Grange School: Complaints Policy

Note: Should a parent have a complaint about the headteacher, s/he should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the school.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors.

The governing body must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her/his complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the governors consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction. If the parent is still not satisfied, a meeting for clarification may be arranged. At this meeting, if the parent is still not satisfied, other courses of action may be suggested (i.e. children's rights bodies or citizens' advice).

Complaints proven or clearly deemed to be malicious in nature will be noted as such. A letter will be issued to the aggrieved party denoting this; a copy will be kept on the complaints file.

Monitoring and review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher files all complaints received by the school and records how they were resolved.