



**Yavneh Primary School**  
**COMPLAINTS POLICY**

## **1. Statement of intent**

Yavneh Primary School aims to resolve all complaints at the earliest possible stage and is dedicated to continuing to provide the highest quality of education possible throughout the procedure.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. Once a complaint has been made, it can be resolved or withdrawn at any stage.

## **2. 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 our parents. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.
- If any parents 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.
- We aim to create an atmosphere in school where families feel comfortable approaching members of staff to voice any concerns they may have.
- We have a clear graded procedure of registering complaints that encourages all complaints, wherever possible to be considered and hopefully resolved informally.
- We will not be able to investigate an anonymous concern or complaint under this procedure, unless there are exceptional circumstances or a complaint which relates to a matter which occurred over 3 months ago
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible, within three months of the event being complained of.

## **3. Aims and objectives**

- 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. 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.

## **4. The complaints process**

- We aim to bring all concerns about the running of our school to a satisfactory conclusion for all of the parties involved.
- To achieve this, we operate the following complaints procedure. We keep confidential written records of any complaints received detailing the stage and details of resolution.

## **Stage 1 – Informal Resolution**

- If a parent is concerned about anything to do with the education that we are providing at our school, or about another aspect of our school's provision they should, in the first instance, always discuss the matter with the member of staff concerned. This may be by letter, by telephone or in person by appointment. In our experience, most matters of concern can be resolved positively in this way. All teachers 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. Many concerns can be resolved at this stage by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.
- If the class teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Head of Key Stage or Assistant Head (if s/he is also the Key Stage Head).
- If a complaint is initially directed to the Headteacher / Assistant Head / Head of Key Stage, we will usually refer the complaint to the relevant class teacher / Head of Key Stage for initial investigation, unless the Headteacher / Assistant Head / Head of Key Stage deems it appropriate for him/her to deal with the matter personally at this stage.
- The class teacher / Head of Key Stage / Assistant Head (ie whoever deals with the initial complaint at this informal stage) makes a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 10 working days or in the event that the class teacher / Head of Key Stage / Assistant Head and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

## **Stage 2 – Formal Resolution (When parents are not satisfied with the response to the complaint at Stage 1)**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.
- If the complaint is about the Headteacher, then parents should write to the Executive Headteacher who will carry out the below procedures;
- The Headteacher/ Executive Headteacher should ensure to get back to the parent as soon as possible; even if just to say that s/he is investigating the issue and will return with more information at a later date.
- In most cases, the Head/ Executive Head will either speak to the parents or meet the parents concerned, normally within 5 working days of receiving the complaint, to discuss the matter.
- The Headteacher/ Executive Headteacher will consider any such complaint very seriously, and will investigate each case thoroughly. This meeting is not necessarily to resolve the complaint at this stage as it may be necessary for the Headteacher/ Executive Headteacher to make some further investigations. The Headteacher/

Executive Headteacher may also choose for another staff member, who is not involved in the complaint, to also attend the meeting.

- The Head/ Executive Head will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Head/ Executive Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the Headteacher/ Executive Headteacher will provide the parent(s) who made the complaint with an account of the findings and of any action taken as a result within 28 days of the meeting. The Head/ Executive Head will also give reasons for his/her decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Stage 3 – Panel Hearing (All duties stated here as being carried out by the MAT Board or the Local Governing Body can be, in his/her absence, performed by another Trustee appointed for this purpose by the Chair.)

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chair of the MAT Board or the Chair of the Local Governing Body who has been appointed by the Trustees to call hearings of the Complaints Panel.
- 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 Local Governing Body.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of *at least three persons not directly involved in the matters detailed in the complaint*, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chair of the MAT Board / Local Governing body. The Chair of the Local Governing Body, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 10 working days.
- The chair of the MAT Board / Local Governing body will liaise with the Headteacher and have access to any written records regarding the complaint to date.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 7 working days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation. The Trustees do all they can at this stage to resolve the complaint to the parent's satisfaction.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which should be complete within 10 working days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head, the Trustees and, where relevant, the individual complained about.
- Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligations prevail.

**Complaints from External stakeholders will be dealt with under stage 2 of this policy.**

#### **5. Monitoring and review**

- The Trustees monitor the complaints procedure, in order to ensure that all complaints are handled properly.
- Trustees 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, so that they can be properly informed about the complaints process.

**This policy will be reviewed every one – two years or earlier if necessary.**

**This policy was reviewed: November 2020.**

**Date of next review: November 2022**

Appendix 1 Complaints form to be completed by parent making a complaint

Name	
Name of Pupil	
Year Group	
Address	

Telephone Number	
Email Address	
Please give details below of your complaint:	
Date of Incident	
What action would you like the school to take in order to put things right?	