

# Newport Infant School

## Complaints Procedure Policy

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## **STATEMENT OF POLICY ABOUT HOW COMPLAINTS BY OR ON BEHALF OF PARENTS AND OTHERS WILL BE DEALT WITH**

*(Note: This policy statement relates to complaints other than those about the curriculum or religious worship for which a separate procedure has been established by the Local Education Authority and approved by the Secretary of State. Details of this separate special procedure are available from the school office should anyone wish to make a complaint about curriculum or religious worship matters).*

### **What is a complaint?**

The school considers a complaint principally to be an expression of grievance or dissatisfaction received from or on behalf of a parent or member of the public regarding:

- ◆ action taken by or on behalf of the school
- ◆ failure by the school or its staff or contractors to respond to a reported problem
- ◆ the standard of service(s) provided or discrimination in their delivery
- ◆ the policies of the school

### **How to make a complaint**

A parent or member of the public can make their complaint in the first instance either verbally or in writing to the Headteacher or the deputy in the absence of the Headteacher.

The school, if asked, can help anyone who would like assistance to set out their complaint including access to translation services where necessary.

### **How are complaints dealt with?**

It is hoped that the majority of complaints can be resolved informally either by raising them verbally, in person or on the telephone, or by putting them in writing, given or sent to the school, when they can be discussed there and then or at a mutually agreed time and a satisfactory explanation given or resolution speedily implemented.

Complaints that cannot be resolved informally should be dealt in accordance with the following promises.

- ◆ an acknowledgement (or final response where possible) should be sent to the complainant within five school working days
- ◆ the complainant should be told the name and contact details of the person dealing with the complaint.
- ◆ a full response should be sent within twenty school working days (ie school term days) or if a complete answer still cannot be given the complainant should be told what is being done to investigate the complaint and how long this will take.

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- ◆ the complainant should be told if their complaint has to be dealt with under a special procedure.

**Where to go if not satisfied with the outcome**

1. Complainant not satisfied with the outcome of their complaint dealt with by the Headteacher should write to

The Chair of Governors c/o The School

who should arrange for the complaint to be looked into by the Governing Body's Complaints Committee. Even at this stage there is provision within the policy for the complaint to be tried to be resolved informally and the chair of governors may choose to try to do so in the first instance before formal referral to the complaints committee itself.

- 2.
3. Thereafter, complainants still not satisfied with the outcome and who want to take the matter further outside the school can write to:

The Secretary of State for Education  
Department for Education  
Sanctuary Buildings  
Great Smith Street  
Westminster  
London SW1P 3BT

**What to do if the complaint is about the Headteacher**

Complaints about the Headteacher that the complainant cannot or does not wish to raise directly with the Head should in the first instance be sent to the Chair of Governors who should arrange for the matter to be dealt with as set out above.

**Monitoring of complaints**

An anonymous analysis of all formal complaints will be reported to the Governing Body as and when necessary so that any necessary changes in the School's policies, practices or procedures can be considered and implemented.

**Other Related Policies**

N/A
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Signed R Hirons

Date 02/2015