



## Complaints Policy

Agreed: Spring 2018

Review Date: Spring 2020

**Persons Responsible for Review:** Head teacher / Chair of Governors

### Introduction

From time to time parents, and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations the Governing Body has adopted a *Complaints Procedure*.

The procedure is devised with the intention that it will:

- usually be possible to resolve problems by informal means;
- be simple to use and understand;
- be non-adversarial;
- provide confidentiality;
- allow problems to be handled swiftly through the correct procedure;
- address all the points at issue;
- inform future practice so that the problem is unlikely to recur.

### General principles

- 1 This policy statement sets out our approach to dealing with concerns and complaints about the school. Further details of how we handle them are contained in our *Complaints procedure* document which, along with this policy, can be obtained from the school office or from our website.
- 2 We value good home-school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly and to the satisfaction of all concerned.
- 3 We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.
- 4 We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of pupils.
- 5 Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. If it becomes clear that a resolution will not be possible, for example when a complaint becomes vexatious, we reserve the right to close the procedure before all the processes have been exhausted.
- 6 The Government and the Local Authority (LA) advocate resolution of parental concerns and complaints at school level wherever possible, in the interests of maintaining good home-school relations. The role of the LA in advising parents and schools on the handling of concerns and complaints is set out in the school's procedures.

- 7** All school staff and members of the Governing Body will receive a copy of this policy statement and should be familiar with the school's procedures for dealing with parental concerns and complaints, to which they have access as required.
- 8** Staff and governors will receive training in handling parental concerns and complaints as appropriate. This may be on an individual basis, or as a group activity for all staff, or for specific groups, such as the office staff or members of the governing body.
- 9** This policy and associated procedures will be reviewed every 3 years, or sooner if the need arises, and updated as necessary.