

## Brougham Primary School

### Complaints Policy



#### **Introduction**

At Brougham Primary School we do our best to provide a good education for all our children and the Headteacher and staff work very hard to build positive relationships with all parents. However, there may be occasions when parents are unhappy with the education their child is receiving or have concerns about aspects of school life and would like to make a complaint. This policy sets out the procedures that are followed to resolve issues following a complaint.

#### **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.

#### **The complaints process**

If parents are concerned about anything to do with their child's education 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 teachers work very hard to ensure that each child is happy at school and is making good progress. They want to know if there is a problem so that they can take action before it seriously affects the child's progress.

Where parents 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. The Headteacher considers any such complaint very seriously and investigates each case thoroughly.

Should any parent have a complaint about the Headteacher they should put the complaint in writing to the Chair of the Governing Body (Chair) who is obliged to investigate it with the appropriate committee of the Governing Body.

The Governing Body will consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint and will invite the person making it to attend the meeting so that he or she can explain the complaint in more detail. The school will give the complainant at least three days' notice of the meeting.

After hearing all the evidence, the governors will 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 complaint is not resolved, and the outcome is not to the parent's satisfaction they may forward their complaint to the Secretary of State for Children, Schools and Families if they believe that the school has acted unreasonably. If the complaint affects the school as a whole, Ofsted can investigate, however, they can not get involved in individual cases.

### **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.

Governors take into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy.

This policy will be reviewed every two years or before if necessary.

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