

Keir Hardie Primary School & Children's Centre



Complaints Procedure Policy

Reviewed:	Summer 2023
Date of Next Review:	Summer 2024

KEIR HARDIE PRIMARY SCHOOL & CHILDREN'S CENTRE COMPLAINTS PROCEDURE

In order to resolve any complaints in a speedy and satisfactory way, parents should follow the following procedure:

Stage 1 (Informal) - Talk to the teacher/Learning Mentor/relevant member of staff

In the vast majority of cases, a concern can and should be resolved by contacting the appropriate member of staff. This may be the subject teacher, head of year, form tutor or other designated staff member directly involved with the reported problem.

You can contact them by letter, telephone conversation or in person by appointment. You must allow the designated staff member at least 5 days to respond to the concern.

If this does not lead to a resolution of the problem then you will be referred to the next stage of the process which is the commencement of the formal process.

Stage 2 (Formal) – (if unresolved at Stage 1) - The complaint is heard by a Senior Leader or the Head Teacher.

If you are dissatisfied with the response from the member of staff at Stage 1 you should put your complaint in writing (using form below) to the Head Teacher who will deal with it formally at Stage 2.

Complaints that involve or are about the headteacher should be addressed to the Chair of Governors, via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to the Clerk to the Governing Body via the school office. Please mark them as Private and Confidential.

You must ensure that you include details of why you are still dissatisfied and what action you would like to resolve the complaint. You can also attach any evidence to support their concerns.

The Head Teacher will acknowledge the complaint within 5 days by writing to you and a further communication will follow within 20 school days that will set out the actions taken to investigate the complaint and the findings.

The Head Teacher can delegate another senior member of staff to carry out the investigation and report their findings to them. The Head Teacher will then reach a conclusion based on the investigation. All notes relating to the investigation will be kept on file. The investigating officer may feel it necessary to meet with you. If this happens, then notes will be produced of the meeting.

The investigating officer will then compile a report detailing their findings. Any recommendations or actions proposed must be considered by the Head Teacher.

Once satisfied that the investigation has been concluded and a decision has been reached, the Head Teacher will notify you in writing of the conclusion and any actions that will be taken as a result. The decision can be communicated by the Head Teacher in writing or, if they may feel it appropriate, meet with you first to communicate their findings and then confirm in writing afterwards.

The complainant must also be informed if they are still dissatisfied with the outcome they can write to the Chair of Governors or other appropriate person outlining why they are still unhappy.

Stage 3 – Formal (if not resolved at stage 2) - The complaint is heard by the Chair of Governors

If you are dissatisfied with the response from the Head Teacher at Stage 2 you should put your complaint in writing to the Chair of Governors for consideration at Stage 3 of the procedure. The Chair of Governors is Mr Oran Blackwood. He can be contacted on the following email address: oran.blackwood@keirhardie.newham.sch.uk

You must ensure that you include details of why you are still dissatisfied with the decision, the recommendations and actions of the Stage 2 complaint and what you require to resolve the matter. You may also attach any evidence to support your concerns that can be additional to that submitted at Stages 1 and 2.

The Chair of Governors will write to you within 5 days of receipt of the complaint to acknowledge this. Another letter will follow within 20 school days setting out the actions taken to investigate the complaint and the findings.

The Chair of Governors will look at all the information pertaining to the complaint submitted by the complainant and the investigatory evidence by the school at Stages 1 and 2. The Chair may want to talk with you to establish facts and obtain further information.

Once satisfied that the investigation has been concluded and a decision has been reached on the complaint, the Chair of Governors will notify you in writing of the conclusion.

If you are still dissatisfied, you can write to the Governing Body directly via the school or, Governor Services or School Management Support at The Education Space (NPW) outlining why you feel the complaint is unresolved.

Stage 4 – Complaint is heard by the Governing Body.

If you are dissatisfied with the response from the Chair of Governors at Stage 3 you should put your complaint in writing to the School Governing Body.

You must include details of why you are still dissatisfied with the decision of the Chair, recommendations and actions of the Stage 3 complaint and what you feel would resolve the matter. You can also attach any evidence to support your concerns in addition to that submitted at Stages 1, 2 and 3.

The complaint will be acknowledged within 10 school days.

The complaint is considered by a panel of Governors who form a complaints appeal panel.

The panel must convene a meeting to discuss the complaint and all the investigation evidence to make a final decision on how to progress.

An outcome letter will be sent to the complainant within 20 school days of the meeting.

5. Further information

Audio or video evidence

Complainants should make sure they obtain informed consent from all parties present before recording conversations or meetings.

DfE do not normally accept electronic recordings as evidence when they are asked to consider a complaint. However, they may accept independently notarised transcriptions of recordings. DfE may also ask for the written consent of all recorded parties.

The outcome letter from the School Complaints Panel exhausts the 4 Stage procedures. If the complainant is dissatisfied with the process, they are able to contact:

Department for Education,
The School Complaints Unit (SCU)
2nd Floor, Piccadilly Gate
Manchester, M1 2WD

The SCU will examine if the school complaints policy and any other relevant processes were followed. The SCU will also examine policies to determine if they adhere to education legislation. However, the SCU will not re-investigate the substance of the complaint and will not overturn a school's decision about a complaint only in exceptional circumstances where it is clear that a school has acted unreasonably or unlawfully.

School Complaints Procedure/Policy Flowchart

Stage 1
(informal)



Complaint heard by staff member directly involved with the reported problem

issue resolved

issue not resolved: formal complaint form provided within 5 school days of learning of dissatisfaction

Stage 2
(formal)



Complaint heard by Headteacher

- Acknowledge receipt of formal complaint form (within 5 school days)
- The Head Teacher can delegate another senior member of staff to carry out the investigation and report their findings to the head teacher
- Write to complainant with outcome of investigation (within 20 school days)

issue resolved

issue not resolved: information sent on.

Stage 3
(formal)



Complaint heard by the Chair of Governors

- Complaint in writing (include recommendations and actions from stage 1 and stage 2)
- Acknowledge receipt of complaint (within 5 school days)
- Write to complainant with outcome of investigation (within 20 school days)

issue resolved

issue not resolved: information sent on

Stage 4
(formal)



Complaint heard by the Governing Body

- Complaint in writing
- Include why dissatisfied with the decision of the Chair of Governors
- Acknowledge receipt of complaint (within 10 school days)
- Meeting convened to discuss complaint and all investigation evidence to make final decision on how to progress
- Write to complainant with outcome letter (within 20 school days of the meeting)

issue resolved

issue not resolved

Department for Education
The School Complaints Unit (SCU)
2nd Floor, Piccadilly Gate
Manchester
M1 2WD



Keir Hardie Primary School & Children's Centre Complaints Form

Please complete and return to a member of the office staff who will acknowledge receipt and forward to the headteacher

Your name:

Pupil's name (if relevant):

Your relationship to the pupil (if relevant):

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?

What actions do you feel might resolve the problem as this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date

OFFICIAL USE

Date acknowledgement sent:

By who:

Complaint referred to:

Date: