



COMPLAINTS POLICY & PROCEDURE

Name of Responsible Manager / Head Teacher:	Mr John D F Martin
Policy Owner:	Ms Rebecca Willmouth
Date of Policy Approval by Governing Body:	October 2016
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Date of next Policy Review:	January 2023

General Complaints Procedure - Guidance for Staff and Parents

The aim of our school is to provide the highest educational opportunity for children within a warm and secure environment where their views and feelings are considered and they can flourish as individuals.

It is important to us that we work with parents to provide this environment and that issues which may be affecting your child's time in school are dealt with quickly and effectively. We would therefore ask that if you have a complaint or concern, you contact us as soon as possible so that the matter can be resolved quickly.

This policy is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides. Wherever possible, an informal resolution is attempted. The complaints procedure is designed to be investigatory rather than adversarial. Parents should feel confident that making a complaint will not adversely affect their child. To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any complaints not raised within 3 months of the issue will not be considered.

This procedure does not apply to complaints about:

- School admissions and transfers
- Statutory assessments of Special Educational Needs and Disabilities (SEND)
- Matters likely to require a Child Protection or Safeguarding investigation
- Exclusion of children from school
- Staff grievance and disciplinary procedures
- Financial impropriety or other criminal activity
- Employment
- Complaints about services provided by other providers who may use the school's premises or facilities.

In these cases, there are other separate and statutory procedures.



Stage 1: Informal Approach

Class teacher

Most concerns or complaints can be sorted out by speaking to your child's teacher directly. If you feel the matter can be dealt with quickly, teachers are usually available at the end of each school day. If you know you would like a longer time slot (more than 5 minutes) please make an appointment at the school office. During the Covid-19 pandemic face to face meetings have been restricted but teachers are available by phone and through the school's communication tool Class Dojo. (Please note: teachers will not be able to respond via Dojo immediately as they are in front of their class).

We will always try to see parents/carers as soon as possible and aim to acknowledge notes or phone calls on the same day. If you need to communicate with a member of staff before school on an important issue, please phone the admin team and they will pass the information on. Teachers cannot see parents once the children have started to come into school due to class commitments.

Members of staff have their own tracking system and serious issues are logged on our CPOMs system to ensure that all concerns can be tracked. It also allows staff to go back through pupil incidents if a problem recurs at a later date.

Head of Year (HoY)

If you feel the concern is of a more serious nature or it is persistent and you have already spoken to the class teacher, you may wish to contact the Head of Year where your concern will be dealt with as above but with both class teacher and Head of Year involved.

Stage 2: Formal Approach

Senior Teacher

If your concern remains persistent and you have spoken to the class teacher and HoY, you can see a member of the Senior Leadership Team (SLT) for further support. The SLT Team are: Mrs Lund (SENCo), Mrs Soper and Miss Harding at Rooksdown and Mrs Thomas and Miss Edwards at Greenbank.

Deputy Head Teacher

If you still feel a concern remains unresolved or is on-going, then the next stage would be to make an appointment to speak to the deputy head teacher. You will receive a telephone call or written reply regarding your concern within a week. All complaints will be recorded and actions logged on pupil asset or CPOMs.



Stage 3: Head Teacher

If the issue is not resolved through any of the steps at stages 1 and 2, you can write or email the Head teacher or make an appointment to explain the situation. The Head teacher will meet with you and investigate the problem. You will receive a telephone call or written reply to your concern within a week. All emails need to be addressed FAO of Headteacher and sent to our admin email via admin@chjs.net.

For parents of children with Special Education Needs or Disability (SEND) please refer to Special Education Needs Policy for additional support and information. Any concerns relating to the SEND provision will be managed in a similar way, through class teacher, HoY and then Mrs Lund (SLT member and SENDCo). **Any classroom concerns should be alerted with the class teacher and/or Head of Year in the first instance.**

Stage 4: Chair of Governors

If your concern is about an action or decision of the Head teacher, then you should refer it to the Chair of Governors in writing or email (admin@chjs.net) via the school office. The Chair of Governors will arrange a meeting to discuss your concern and you will receive a written reply within a week. *Complaints shared within the whole Governing Body will not name the individuals in case an appeal panel needs to be constituted.*

Stage 5: Governor Complaints Panel

If you remain dissatisfied with the outcomes and wish to pursue the complaint, the Chair of Governors will arrange a meeting of the Governors' Complaints Panel, who will investigate your concern. The request should be made in writing to the clerk to the governing body, via the school office and should include:

- The nature of the original complaint
- The steps already taken by the head teacher or designated member of staff to deal with the matter and the head teacher's response
- The Chair of Governors' response
- Reasons for pursuing the complaint beyond the Chair of Governors.

The school will notify the Local Authority of a parent's request and copy the relevant information to the lead professional at county.

The complaints panel meeting

The clerk will arrange a meeting within 20 days of the request and inform parents about the process and agenda. The complaints panel will consist of three governors with no previous



involvement in the matter. For complaints specifically about the National Curriculum, Religious Education and related matters, members will, where possible, be drawn from the governors' curriculum committee. Parents will be given the opportunity to submit additional supporting information prior to the meeting. The panel will then meet with all parties to consider both written and oral submissions.

A typical agenda would be:

- Introductions
- Oral submissions by the complainant
- Questions from the school
- Oral response by the Head teacher and Chair of Governor
- Questions by the complainant
- Brief summary by the complainant, with no new information
- Brief summary by the school, with no new information

Parents will then be notified of the panel's decision in writing within a fortnight.

Stage 6: Local Authority (LA)

If a parent is not satisfied with the action or decision of the chair of governors' complaints panel, they may appeal to the Hampshire County Council. You can put your complaint in writing to the Children's Services Complaints Team. You have the following options:

- use our [Children's Services complaints form](#)
- email childrens.services.complaints@hants.gov.uk
- by post to

Children's Services Complaints Team
Children's Services
Elizabeth II Court North
Winchester
SO23 8UG

If you prefer you can record your complaint on video, DVD or tape. If you are unable to use one of these methods you can contact us verbally by calling 0300 555 1384. A member of staff will complete the forms on your behalf

Unreasonably persistent complainants

The great majority of people with complaints or concerns about the school behave reasonably in pursuing their complaint. However, a small number of complainants may be deemed "unreasonably persistent complainants". An unreasonably persistent complainant is

a person who complains about issues, either formally or informally, or frequently raises issues that he/she considers to be within the remit of the school and whose behaviour is unreasonable. Such behaviour may be characterised by:

- actions which are obsessive, persistent, harassing, prolific, repetitious
- prolific correspondence or excessive e-mail or telephone contact about a concern or complaint
- an insistence upon pursuing unmeritorious complaints and/or unrealistic or unreasonable outcomes
- an insistence upon pursuing meritorious complaints in an unreasonable manner.

Deciding whether a complainant should be deemed an unreasonably persistent complainant

Only the Head Teacher, with the agreement of the Chair of Governors, may deem a complainant an unreasonably persistent complainant. The Head Teacher will ensure that there is sufficient evidence available to justify the decision. He/she will consult the Authority's Legal Services to confirm that the evidence is sufficient.

Procedure for Dealing with Unreasonably Persistent Complainants

The Head Teacher will write to the complainant to explain the decision and the way that future complaints will be dealt with. Any restrictions imposed will be appropriate and proportionate.

Some or all of the following actions may be taken, depending on the particular circumstances of the case:

- insisting that no member of staff should meet the complainant on his/her own
- restricting telephone calls from the complainant to specified days and times
- requiring that all future contacts with the school are in writing, except in emergencies; this includes contacts with members of the Governing Body, who should only be contacted at the school address
- merely acknowledging correspondence from the complainant that raises issues that have already been dealt with
- after consulting the Authority's Legal Services, banning the complainant from the school premises where the complainant's behaviour constitutes a nuisance or disturbance, with any appointments with staff to be agreed in writing via the Head Teacher.

This policy has been reviewed in accordance with Section 29 of the Education Act 2002.

Complaints Form

Name of complainant:	
Contact details:	Address:
	Telephone:
	Email:
Nature of concern - please include as much information as possible:	
Have you discussed the matter already with a member of staff, if so who? What was the outcome?	
What would you like to happen as a result of your complaint?	
Signature:	
Date:	