



## Complaints Policy and Procedures - 2023-24

We believe that our school provides a good education for all our children and that the Head Teacher and other staff work very hard to build positive relationships with all parents/carers. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the school's procedures in such cases.

### **Aims and Objectives**

Our school aims to be fair, open and honest when dealing with complaints. We carefully consider 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 child's interests above all other issues. We provide sufficient opportunity for any complaint to be fully discussed and resolved.

### **The Complaints Process**

If a parent/carer is concerned about anything to do with the education we provide at our school, they should first discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school and progressing well. They always want to know if there is a problem, so they can take action before it seriously affects the child's progress. The teacher will log the discussion and inform the Headteacher or another Senior Leadership team member.

Where a parent/carer feels 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 the problem with the Headteacher or another member of the Senior Leadership team. Any complaint is taken very seriously, and all measures will be taken to investigate it thoroughly.

If the complaint that is being made is about the Head Teacher, the issue should be passed to the Chair of the Governing Body, who is obliged to investigate it. The Governor will do his/her best to resolve the issue, but if the parent/carer is still unsatisfied, he/she should make a formal complaint. Details of our Governing Body are published on our website.

### **Making a Formal Complaint**

A formal complaint should be made in writing to the Governing Body. The letter should state the nature of the complaint and how the school has handled it so far. The complaint should be sent to the Chair of Governors c/o Grange Moor Primary School. The school office will ensure that the letter or email is passed to the correct person.

The Chair of Governors will investigate the complaint and convey his/her findings to the parties concerned as soon as possible – usually within three weeks of receipt of the letter.

If the complainant is still unsatisfied, the Chair of Governors will convene a panel of three Governors to investigate the complaint. The complainant will be invited to the meeting in order to have the opportunity to explain the situation first-hand and in more detail.

After hearing all the evidence, the Governors will decide and notify the parent/carer in writing.

If the situation is still unresolved, the parent/carer has the right to appeal to the Secretary of State for Education.

A copy of this complaints policy can be obtained from the school office.