



# **Millbrook Primary School Complaints Policy**

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## Complaints Policy

### 1. Introduction

1.1 At Millbrook school we believe we all work hard to provide the very best education possible and that the headteacher and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

### 2. Aims and objectives

2.1 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 and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### 3. General Complaint procedure for School

#### How to share a concern – Stage 1 (Class Teacher)

3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, 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 is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress. All staff will make every effort to resolve your problem promptly at this informal stage. Most concerns and potential complaints can best be resolved through informal discussion with the headteacher or relevant member of staff.

#### What to do if the matter is not resolved through informal discussion - Stage 2 (Headteacher)

3.2 If you are dissatisfied with the response of the member of staff (or the headteacher if they have been involved at the informal stage) then you may wish to put your concerns in writing to the headteacher as a complaint. You should make it clear if you wish the matter to be dealt with as a complaint. The headteacher will investigate the complaint and provide a written response. This will normally be within 10 school days of your letter, but you will be kept informed if, for example, more time is needed to complete the investigation. If your original concern was about an action by the headteacher personally, and you have already discussed it at the informal stage, then you should put your complaint in writing to the Chair of Governors (stage 3).

#### Sharing a concern about the Headteacher - Stage 3 (Chair of Governors)

3.3 If you are not satisfied with the headteacher's response, you may contact the Chair of Governors in writing. The chair's name and how to contact them is available from the school office.

The Chair will investigate your complaint and, in most cases, seek to resolve the matter through discussion with yourself and the headteacher. At the end of this stage the Chair will provide you with a written response. This will normally be within 10 school days, but you will be kept informed if more time is needed.

#### What to do if unhappy with Chair of Governors response – Stage 4 (Governing Body)

3.4 If you are not satisfied with the chair's response at the end of Stage 3, the complaint can be referred to the governing body by writing to the chair or clerk of the governing body. The governing body will ask a small panel of governors to investigate your complaint. This will normally be arranged within fifteen school days of your complaint being received, depending on the availability of all concerned. You may be invited to speak to the panel at a meeting and be accompanied by a friend or representative. After the meeting you will be advised of the outcome in writing. This will normally be within 10 school days of the meeting.

#### Complaint to the LACT (Link Academies Collaborative Trust ) Board – Stage 5 (LACT)

3.5 In general, internal school matters are the responsibility of the school governing body but in the unlikely event that you feel the governing body has not acted properly in carrying out its investigation into your complaint you can contact the Chair of the LACT Board. Contact details can be obtained from the school office of any school within the Umbrella Trust.

The LACT does not have the power to instruct the governing body to reverse its decision however; it will want to satisfy itself that the governing body has conducted the investigation fairly.

For most complaints the decision of the governors is the last step in the procedure.

#### **4 School Admissions and Exclusions**

Separate complaint and appeal procedures exist for these matters, and appropriate information is available on request from the school.

#### **5 Special Needs**

There is a separate appeal procedure for these matters, and appropriate information is available on request from the school.

#### **6 Complaints against school staff**

If your complaint amounts to or includes an allegation against a member of staff, this may need to be considered under the school's disciplinary procedure for employees, rather than the complaint procedure. You will be advised if these procedures are to be used in dealing with your complaint.

#### **7 Other Complaints**

There is a specific procedure for complaints about the school curriculum and matters relating to it, including the provision of information and charges. In general these are dealt with in a similar way to other complaints. However, there are some specific differences –

You may complain either to the LACT or the Governing Body in the first instance.

The complaint will be investigated by whichever of these is responsible for the matter complained about.

The Governing body will inform both the complainant and the LACT of the outcome of its investigation.

There is a right of appeal to the Secretary of State for Education.