



ST ANDREW'S CE PRIMARY SCHOOL

COMPLAINTS PROCEDURE GUIDANCE

Our Vision

At St Andrew's CE Primary School, we aim to bring children to a place where they can realise their full potential. Our Christian values are the foundation of all we do and each one is a facet of the central value, love, which 'always protects, always trusts, always hopes, always perseveres.' (1 Corinthians 13:7)

Our vision is central to the life and ethos of the school. It shapes our approach to others and what we do on a daily basis.

Sharing your concerns about your child's education

A Parents' Guide

St. Andrew's CE Primary School recognises that at times things can go wrong. This guidance will help you understand how to resolve concerns you may have about your child's education.

The school has procedures for dealing with concerns or complaints and we value any feedback about our services, including compliments and suggestions. The school's governing body has overall responsibility for the school and for ensuring the well-being of pupils and that all pupils receive an appropriate and high standard of education. The Headteacher is responsible for making decisions on a daily basis about the school's internal management and organisation.

You should contact the school if you are concerned about an issue such as:

- your child's academic progress
- special education needs provision
- your child's welfare
- bullying
- something that has happened in school;

How do I raise a concern or complain to the school?

First, we ask you to speak to the relevant member of staff as soon as you have a concern. This will normally be the class teacher. This informal approach is nearly always the quickest and most effective way of resolving your concerns.

If you feel that your concern has not been resolved, then it is important to speak to or write to the Headteacher (Mrs Annette Mashru) who will look into your concern and respond back to you.

If you are unhappy with the Headteacher's response you should write with your complaint to the Chair of Governors (Mr. Seb Hearmon) at the school address. Mark your envelope 'For Immediate Attention'. This will trigger our official complaints process, which is detailed below.

This is how your complaint will be handled

Within 3 working days of receiving the written complaint you will receive an acknowledgment of your complaint from the school office, who will open your letter on behalf of the Chair. Please ensure you include a return email address on your letter or in your email in order to enable the office to reply to you.

Within 7 working days of receiving the written complaint the Chair will review your complaint and consider an appropriate course of action. This may include discussing your complaint with the Headteacher or an appropriate senior member of the staff. The Chair may propose a meeting to explore the circumstances of your complaint in more detail, and will seek to arrange that meeting at the earliest mutual convenience. If that timescale is not possible you will be told the

reason.

The Chair will formally reply to your complaint in writing.

If mediation is not deemed appropriate or if it is not successful, the Chair of Governors or Clerk will set up a panel of governors to meet **within a further 15 working days** to consider your complaint. The clerk will provide details of the hearing and will request any further information you may wish to provide.

The complaints panel will consist of three governors. The panel will be supported by a clerk, not a member of the staff, who will take notes during the hearing and will stay with the panel while they make their decision in case governors need to be reminded about responses to a particular question. The panel will hear the complaint impartially and make their decision without fear or favour.

Five working days before the hearing the Clerk will send to you the headteacher and the three panel members, copies of all papers submitted by both sides so that there is sufficient time to read the evidence before the hearing.

At the hearing,

1. You and the headteacher will be invited into the room where the panel is being held at the same time.
2. After introductions, you will be invited to explain your complaint,
3. The headteacher may question you
4. The panel will question you
5. The headteacher will be invited to explain the school's actions
6. You may question the headteacher
7. The panel will question the headteacher
8. The panel may ask additional questions of any party at any point.
9. You will then be invited to sum up your complaint.
10. The headteacher will then be invited to sum up the school's actions and response to the complaint.
11. The chair will explain that you and the headteacher will hear from the panel **within seven working days**.
12. Both you and the headteacher will leave together while the panel decides on the issues.
13. The clerk will remain with the panel.

Can I take my complaint further?

For most complaints, you **cannot** take your complaint to the local authority. The local authority cannot investigate school matters on a parent's behalf nor can it review how the school has dealt with your complaint.

However, if you feel that the school has acted unreasonably or not followed the correct procedures, you can write to the Secretary of State for Schools.

Complaints from other parties (non-parents or carers)

While the above policy explicitly applies to parents and carers and concerns about their child(-ren), we understand there may be occasions where concerns may come from other sources. In such cases we ask that the concern is addressed first to the Headteacher, Mrs Annette Mashru who will consider, respond or escalate as appropriate.

(Signed) 

Seb Hearmon

Chair of Governors

January 2023