

Longlands Primary School Complaints Procedure



Last reviewed on: 01/09/2024

Next review due by: 01/09/2026

At Longlands Primary School we are committed to providing a caring, friendly and safe environment for all of our pupils so they can learn in a relaxed and secure atmosphere. We believe every pupil should be able to participate in all school activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult employed by, or invited to deliver services at, At Longlands Primary School we recognise our responsibility to safeguard and promote the welfare of all our pupils by protecting them from physical, sexual or emotional abuse, neglect and bullying.

Introduction

This document sets out the school's procedure for addressing complaints. The procedures are intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.

It should be used only when informal attempts to resolve problems have been unsuccessful. If you have any concerns about the school or the education provided, please discuss the matter with your child's class teacher at the earliest opportunity.

An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances. Please note that this procedure does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals, decisions about your child's special educational needs or grievances by school staff. These are the subject of separate complaints procedures. All other complaints are handled by the school according to the arrangements set out below.

Aims and Objectives

The school will consider all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

Framework of Principles this policy will: -

- Be easily accessible and publicised
- Be simple to use and understand; be impartial Be non-adversarial
- Allow swift handling with established time limits for action and keeping people informed of the progress;
- Ensure a full and fair investigation by an independent person where necessary Respect people's desire for confidentiality,
- Wherever possible (some information sharing may be necessary to carry out a thorough investigation)
- Address all points of issue, providing an effective response and appropriate redress, where necessary and provide information to the school's senior management team so that services can be improved.

FORMAL COMPLAINTS PROCEDURE

Informal Stage - Every effort should be made to resolve the difficulty informally in discussion with either the class teacher, a senior member of staff or the Head Teacher. It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, email via the School Office, by telephone or in person by appointment. Many concerns can be resolved by simple clarification or the provision of information. It is anticipated that most complaints will be resolved by this informal stage. In the case of concerns that are more serious, it may be appropriate to address them directly to the Head Teacher (or to the Chair of the governing body, if the complaint is about the Head Teacher). If you are uncertain about whom to contact, please seek advice from the school office or the Clerk to the governing body.

Formal Stage 1: Head Teacher

If you feel that a concern has not been addressed through informal discussion with the class teacher, and you wish to have the matter formally investigated by an appropriate person from the school, please write to the Head Teacher outlining your concern.

If the matter is about: -

- The day-to-day running of the school
- The interpretation of school policies
- The actions or inactions of staff at the school

It will be formally investigated by the Head Teacher or a senior member of staff nominated by the head teacher.

If the matter is about: -

- The content of school policies as determined by the governing body
- The actions or inactions of the governing body
- The actions or inactions of the head teacher

Then you will be asked to complete A formal complaint form, a copy of which is attached at Annex A.

Please send your complaint to the Clerk to the Governors, for the attention of the Chair of the governing body. The Head Teacher (or Chair of the governing body) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, a friend may accompany you, if you wish, to assist you in explaining the nature of your concerns.

Formal Stage 2: Formal Complaint – Governor Review

If you are not satisfied with the way in which the school handled the Formal Stage 1 investigation, then you may address a formal complaint to the Chair of the governing body or a governor nominated by the Chair. Please send your complaint, preferably using the form attached at Annex B, to the Clerk to the Governors, for the attention of the Chair of the governing body.

The person carrying out the investigation will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within 15 working days of receiving the complaint.

You will have the opportunity to submit written evidence on the complaint. If it becomes apparent that the complaint is a disciplinary or capability issue, the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be

notified if this is the case but you are not entitled to know which procedure or the final outcome.

Formal Stage 3: Formal Complaint - Governor Hearing

If you are not satisfied with the result from the Stage 2 review, you may choose to refer your complaint to Stage 3 of the procedure.

This must be done in writing to the school within 15 working days of the completion of Stage 2. Stage 3 consists of a panel of three governors meeting and considering your complaint, and making a final decision about it on behalf of the governing body.

The panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 working days of your request. You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and to attend, accompanied by a friend/partner if you wish, to put your case. The head teacher, and any other relevant individuals, will be given the same opportunities. The panel will write to you with its conclusion within ten working days of the meeting. The decision of the panel is final. If you are not satisfied with the way the governors have dealt with the matter you may wish to put your complaint to the Secretary of State for Education.

Monitoring and Review

The governing body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The head teacher logs all formal complaints received by the school and records how they were resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

Unreasonably Persistent, Harassing or Abusive and Vexatious Complainants

We welcome feedback from parents/carers and will always try to resolve any concerns as quickly as possible. Regrettably, there are occasions when parents or carers pursuing complaints or other issues treat staff and others in a way that is unacceptable. Whilst we recognise that some complaints may relate to serious and distressing incidents, we will not accept threatening or harassing behaviour towards any members of the school community. Our school policy on handling unreasonably persistent complainants or harassment of staff can be obtained from the school office.

Annex A

Longlands Primary School Formal Complaint Form

Please complete this form and return it via the school office, to the Head Teacher or Clerk to the governing body, who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship to the school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed):

Your address:

Telephone Number Daytime:

Telephone Number Evening:

Email Address:

Please give concise details of your complaint, including dates, names of witnesses etc, to allow matter to be fully investigated:

Please continue on a separate page or attach additional documents if you wish. Please include how many additional pages:

What action, if any, have you already taken to try to resolve your complaint? Who have you spoken or written to and what was the outcome?

What actions do you feel may resolve your complaint at this stage?

Signature:

Date:

School use only:

Received by:

Date received:

Acknowledgment sent by:

Date:

Compliant referred to:

Date:

Annex B

Longlands Primary School Complaint Review Request Form

Please complete this form and return it to the Clerk to the governing body, Adam Blakemore (adam.blakemore@bexley.gov.uk) who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship to the school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to the matter to be discussed):

Your address:

Telephone Number Daytime:

Telephone Number Evening:

Email Address:

Dear Sir/Madam,

**I submitted a formal complaint to Longlands Primary School on the
I am dissatisfied by the procedure that has been followed.**

My complaint was submitted to:

and I received a response from:

on:

**I have attached copies of my formal complaint and of the response (s) from the school. I
am dissatisfied with the way in which the procedure was carried out because:**

**Please continue on a separate page or attach additional documents if you wish. Please
include how many additional pages:**

What action, if any, have you already taken to try to resolve your complaint? Who have you spoken or written to and what was the outcome?

What actions do you feel may resolve your complaint at this stage?

Signature:

Date:

School use only:

Received by:

Acknowledgment sent by:

Compliant referred to:

Date received:

Date:

Date:

