

SUNSHINE INFANT AND NURSERY SCHOOL

School Complaints Procedure

- 1.0. Parental complaints will be dealt with in the first instance, by the person who is approached. If this is not appropriate, then the Headteacher/Deputy Headteacher will make every attempt to resolve the complaint.
- 1.1. School aims to deal quickly and effectively with any concerns about the service provided by the school. Where there is a concern about some aspect of the school's service, this should normally be raised, in the first instance, with the person concerned.
- 1.2. This procedure should not be used for internal complaints, for example for issues covered by grievance and discipline procedures.

2. Formal complaints (written complaints)

- 2.1. School operates a 2 stage Complaints procedure.
- 2.2. The School Complaints Co-ordinator is the Headteacher/Deputy Headteacher

Stage 1

- 2.3. Any complaint not resolved by the informal mechanism set out in 1.0 should be submitted in writing to the Headteacher.
- 2.4. The Complaints Co-ordinator will seek to;
 - establish **what** has happened so far, and **who** has been involved;
 - clarify the nature of the complaint and what remains unresolved;
 - meet with the complainant or contact them (if unsure or further information is necessary);
 - clarify what the complainant feels would put things right;
 - interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
 - conduct the interview with an open mind and be prepared to persist in the questioning;
 - keep notes of the interview.
- 2.5. The school will endeavor to respond to complaints made at Stage 1 within 2 weeks. However, this will depend on the complexity of the issue complained of. If the matter will take longer to investigate and resolve, the complaints co-ordinator will discuss this with the complainant and seek to agree appropriate time scales.

2.6. The response to a complaint may include one or more of the following

- An apology;
- An explanation;
- An admission that the situation could have been handled differently or better (this should not be construed as an admission of negligence);
- An assurance that the event complained of will not reoccur;
- An explanation of the steps that have been taken to ensure that it will not happen again;
- An undertaking to review school policies in light of the complaint.

Stage 2

2.7. The complainant may be dissatisfied with the outcome of stage 1 or may have a complaint about the Headteacher. These complaints will be dealt with by the Governors' Complaints Panel under Stage 2 of this procedure.

2.8. The Complaints Panel will normally determine a complaint within three weeks. A complaint under stage 2 of the procedure should be made in writing to the clerk of the governing body.

2.9. The Governors' Complaints Panel will consist of three governors and will not normally include the Chair or any other governor who has been involved at a previous stage in dealing with the complaint.

2.10. The Terms of Reference of the Complaints Panel will be;

- To hear and determine individual complaints or appeals
- To make recommendations on school policy as a result of complaints
- To review the operation of the School Complaints Procedure.

2.11. The Complaints Panel will aim to resolve the complaint and will be held in private. The tone of the proceedings will be as informal as possible. The Panel may arrange its proceedings as it sees fit in the context of the complaint. For example, it may wish to hear directly from the complainant and from the school regarding the complaint.

2.12. The panel can;

- Dismiss the complaint in whole or in part.
- Uphold the complaint in whole or in part.
- Decide on appropriate action to resolve the complaint.
- Recommend any changes needed to school systems to avoid a recurrence of the complaint.

2.13. The clerk to the governors will write to the complainant to report the outcome of the complaint.

2.14. The Department for Education Statutory Framework for the EYFS (March 2012) states that all written complaints relating to the EYFS requirements must be investigated and the complainants notified of the outcome within 28 days. Details about how to contact Ofsted if parents and/or carers believe the school is not meeting the EYFS requirements must be made available.

2.15. Ofsted can request a written record of all complaints made during any specific period, and the action which was taken.

This Policy will be reviewed in line with the current legislation or initiatives and as part of the schools' programme of planned policy review