



## Policy Statement for Complaints

Committee: Full Governing Body

Last Review Date: January 2019

Next Review: January 2020

**POLICY:** As partners in their child's education the School wishes to work with parents in the resolution of problems and this policy statement outlines our principles in this area. Further details regarding the processes involved can be found in our 'Guidance for dealing with complaints' which is designed to show what steps may be taken.

### Introduction

This policy and additional guidance is provided to support the process of any complaints that may occur.

### The aim of this policy is:

This policy sets out the framework for a clear and consistent procedure for the resolution of any complaints that parents may have. The procedures are to support parents in knowing how to make a complaint and what they can expect the school to do in response

### *A school policy statement for resolving complaints*

#### *Introduction*

From time to time parents may naturally have concerns about an aspect of their child's education. Often those concerns will resolve themselves, but on occasions parents may feel that the issue will need the School's help to be resolved.

As partners in your children's education the School wishes to work with you in the resolution of problems and this policy statement outlines our principles in this area. Further details regarding the processes involved can be found in our 'Procedures for dealing with complaints' which is designed to show what steps may be taken.

1. This policy statement sets out the school's approach to dealing with parental concerns and complaints. Further details of how we handle them are contained in our procedures document, Procedures for dealing with complaints, which you can obtain on request from the school office.
2. We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.

3. We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.
4. We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of pupils.
5. All school staff and members of the governing body, will receive a copy of this policy statement and will be familiar with the school's procedures for dealing with parental concerns and complaints, to which they will have access as required. The policy is available on request to parents.
6. The school's procedures will be reviewed regularly and updated as necessary.
7. Staff and governors will receive training in handling parental concerns and complaints as appropriate. This may be on an individual basis, or as a group activity for all staff, or for specific groups, such as the office staff or members of the governing body.
8. Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. Where a complaint repeats previous issues or is otherwise judged to be vexatious and a resolution cannot be achieved, we will seek support from the Local Authority and close the complaint before all stages of the school's procedures have been exhausted.
9. The government and the local education authority advocate resolution of parental concerns and complaints at school level wherever possible, in the interests of maintaining good home/school relations. The role of the LA in advising parents and schools on the handling of concerns and complaints is set out in the school's procedures.

Further guidance can be found in the Procedures for Complaints and Guidelines for Complaints.

### **Monitoring & Review**

This policy statement and the implementation procedures for Governors are the responsibility of the Full Governing Body.

The Governors will review the policy statement every two years in discussion with staff.

Chair of Governors .....

Date .....