



# **Bratton Primary School**

## **Complaints Policy and Procedure**

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**Complaints Procedure:**

*If you have a concern or complaint about our school please follow the procedure that we have formulated. We encourage resolution of problems by informal means wherever possible. Key information is summarised below.*

**From the outset we would like to clarify the difference between a concern and complaint, as defined in the DFE document ‘Best Practice Advice for School Complaints Procedures 2016’:**

- *A ‘concern’ may be defined as ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’.*
- *A complaint may be generally defined as ‘an expression of dissatisfaction, however made, about actions taken or a lack of action’.*

**Why have a procedure like this?**

We want to ensure a supportive and cohesive home-school relationship in which any problems or concerns are heard and addressed as soon as possible so that pupils’ wellbeing, confidence and ability to learn, which is of the utmost importance at our school, is not damaged. As such we are committed to ensuring our complaints policy:

- is easily accessible and publicised;
- is simple to understand and use;
- is impartial;
- is non-adversarial;
- enables a full and fair investigation by an independent person where necessary;
- respects people’s desire for confidentiality;
- addresses all the points at issue and provides an effective response and appropriate redress, where necessary;
- provides information to the school’s senior management team so that services can be improved.

**When should you contact us?**

As soon as possible if something is concerning or troubling you to do with our school.

### **How to make contact?**

- A telephone call
- Email to the office
- Request to meet with your child's class teacher
- Request to meet with the Headteacher
- Personal visit to the school
- Letter before a formal complaint
- If an approach is made to a governor that governor will inform the parent of the correct person to contact and advise them about the correct procedure.

### **Who should you contact?**

#### **Stage One: Complaint heard by a staff member**

- If it is something that has happened in class, at break/lunchtime or before or after school please contact your child's **class teacher**. A brief note of meetings and telephone calls will be kept and a copy of any written response added to the record.
- If you would have difficulty discussing the complaint with your child's class teacher please contact the **Deputy Head teacher**.
- If the matter can be sorted out satisfactorily, we will be pleased. If not, please contact the **Head teacher**.

#### **Stage Two: Complaint heard by the Head teacher.**

- If you have a complaint that cannot be resolved by the class teacher or Deputy Head teacher, please contact the **Head teacher**.
- The Head teacher will:
  1. establish what has happened so far, and who has been involved;
  2. clarify the nature of the complaint and what remains unresolved;
  3. meet with the complainant or contact them (if unsure or further information is necessary);
  4. clarify what the complainant feels would put things right;
  5. interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
  6. Ensure that notes are kept of the interview.
- If it is something to do with school policy or another serious matter please contact the **Head teacher** in the first instance.
- If the complaint is directly related to the Headteacher and you would have difficulty in discussing it with the Headteacher please contact the **Chair of Governors**.

- Our first priority is to ensure the matter can be sorted out to your satisfaction at this stage. If not, you may make a formal complaint in writing to the Chair of Governors who will refer it to the governors' complaints panel.

### **Stage Three: Complaint heard by Governors' Complaints Panel.**

- The complainant will need to write to the Chair of Governors to start this process. (The form in appendix 2 may be used.)
- The Chair of Governors will convene a panel of three governors who have not previously been involved in the complaint or in the circumstances surrounding it.
- The aim of the panel, which will be held in private, will always be to resolve the complaint and achieve reconciliation between the school and the complainant.
- The chair of the panel will:
  1. invite the complainant to a meeting with the panel at a date and time that is mutually convenient;
  2. ensure that each party has the opportunity of putting their case without undue interruption;
  3. ensure that the issues are addressed;
  4. ensure that the hearing is conducted in a formal manner, with each party treating the other with respect and courtesy;
  5. ensure that the panel is open minded and acting independently;
  6. ensure that no member of the panel has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure;
  7. ensure that each side is given the opportunity to state their case and ask questions;
  8. ensure that any written material is seen by all parties;
  9. ensure that the Clerk to the Governors records the proceedings and notifies all parties of the panel's decision within five days.
- The governors' appeal hearing is the last school-based stage of the complaints procedure.
- Individual complaints will not be heard by the whole governing body at any stage, as this could compromise the impartiality of any panel set up for any disciplinary hearing following a serious complaint.

### **At all stages of the complaints procedure we will:**

- Encourage resolution of problems by informal means whenever possible.
- Ensure a full and fair investigation by an independent person where necessary.
- Be impartial and non-adversarial.
- Respect people's desire for confidentiality.
- Attempt to address all the points at issue and provide an effective response and appropriate redress, where necessary.

The Governing Body will monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary. Complaints information shared with the whole Governing Body will not name individuals.

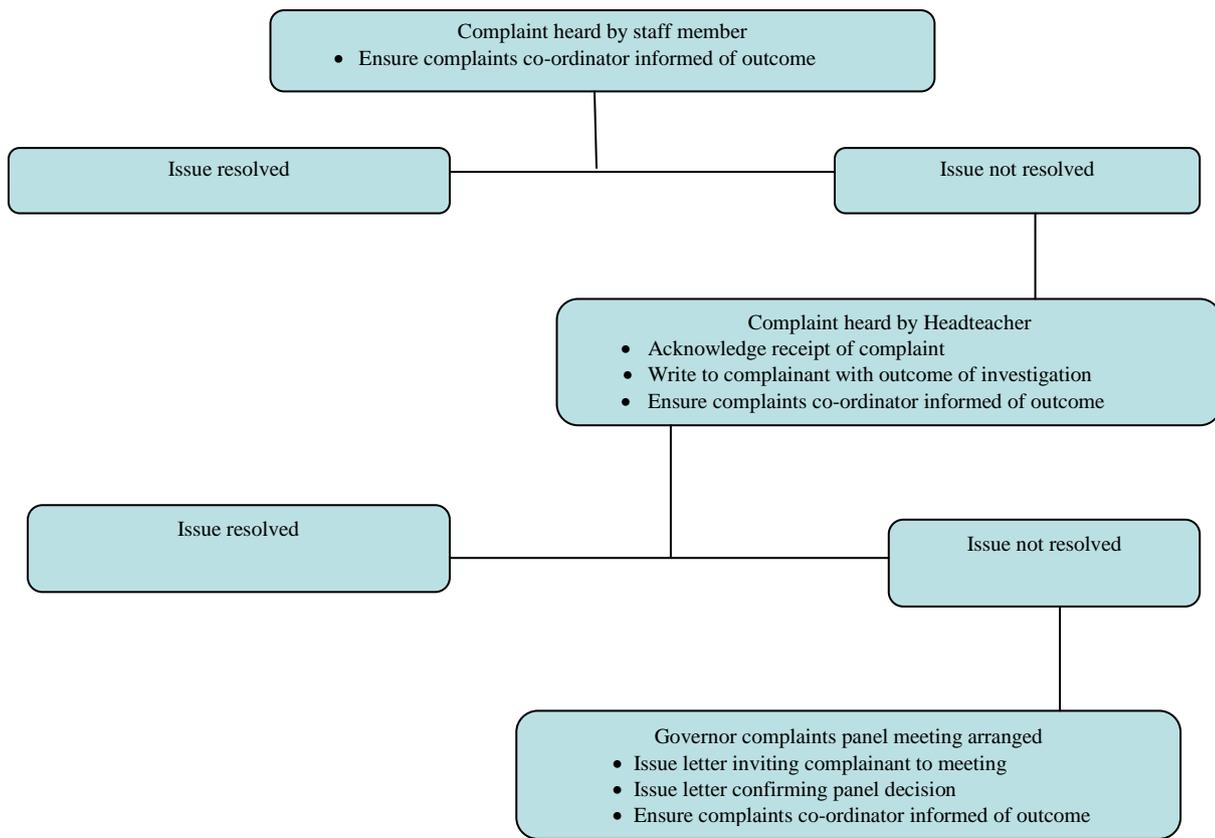
The Headteacher will be the complaints co-ordinator for Bratton Primary School.

- This policy should be read in conjunction with the DfE document: *Best Practice Advice for School Complaints Procedures 2016*.  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/489056/Best Practice Advice for School Complaints 2016.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/489056/Best_Practice_Advice_for_School_Complaints_2016.pdf)
- The policy should also be read in conjunction with the Schools policy for unreasonable complainants, as recommended and drafted by the DfE.

**The Governing Body accepted this Policy and procedure in July 2018**

**This procedure is to be reviewed July 2019**

## Annex 1: Summary of Dealing with Complaints



**Annex 2 - Bratton Primary School Complaint Form**

**Please complete and return to Mr Bolton (complaints coordinator) who will acknowledge receipt and explain what action will be taken.**

**Your name:**

**Pupil's name:**

**Your relationship to the pupil:**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Please give details of your complaint.**

**What action, if any, have you already taken to try and resolve your complaint?  
(Who did you speak to and what was the response)?**

**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**