



Lakeside Primary School Complaints Policy

1 Introduction

- 1.1 We want our pupils to do well and be happy and make every effort to ensure that our school provides a good education for all our children. We recognise that parents/carers play an important part in making this happen. The Headteacher and other staff work very hard to build positive relationships with all parents. We aim to be as accessible as possible to offer the chance for questions or concerns to be answered quickly and informally. However, we recognise that occasionally concerns may continue or differences of opinion develop. These can usually be resolved by speaking to the right person, for example: your child's class teacher, Head of Key Stage or Headteacher.
- 1.2 If you have tried to resolve your concern informally and you do not feel that it has worked and you continue to have concerns then you may wish to consider making a formal complaint. The school is obliged under the Education Act 2002 to have procedures in place in case there are complaints by parents. We are expected to publicise this procedure and make sure that it is accessible to anyone wishing to use it. This policy sets out the procedure that the school follows in such cases.
- 1.3 If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.
- 1.4 We deal with all complaints in accordance with procedures set out by the LA. If the school cannot resolve any complaint itself, those concerned can ask the LA to intervene.
- 1.5 All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

2 Aims and objectives

- 2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3 The complaints process

3.1 What to do first?

Think the complaint through and any steps taken so far to try to resolve the problem; is there anything else that you think could be done? There is often more than one view about an incident or situation.

You can request a copy of the school's complaints procedure. This explains the steps in the process, who is responsible for each stage and gives some indication of timescales.

3.2 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

3.3 Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

3.4 Should a parent have a complaint about the Headteacher, s/he should write to the Chair of Governors, Ms P. Astbury, who will investigate the matter.

3.5 If an informal complaint fails to resolve the matter a formal complaint may be made to the governing body. This complaint must be made in writing to the Chair of Governors, Ms P. Astbury, stating the nature of the complaint and how the school has handled it so far. The Chair of Governors will acknowledge receipt of the complaint within 5 school days and will arrange a meeting of the governors' complaints panel.

3.6 The governors' complaint panel meeting will discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting. After hearing all the evidence, the governors consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.

3.7 If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education as the final source of appeal.

Guidance on how to make a complaint is available at <https://www.gov.uk/complain-about-school/state-schools>

4 Monitoring and review

- 4.1** The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly.
- 4.2** Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

Signed:

Date: October 2012

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