

**Working, Learning, Caring together in God’s love**.

**St. Anne’s R.C. Primary School**

**Complaints Policy**

**This policy should be used for**:

· Complaints relating to the schooling of your child

· Complaints about the education and care provided to pupils at the school

· Complaints about the school’s operational arrangements

This policy is limited to matters which can reasonably be investigated and therefore complaints should relate to matters which have occurred within the last 12 months.

**This policy should not be used for:**

· Complaints by staff relating to grievances about their employment

· Complaints about the actions of a governor

· Complaints about the actions of another parent

· Allegations of abuse

· Issues between the school and community groups/PTA

These matters will be dealt with by:

· Complaints by staff relating to grievances about their employment (There is

a separate staff grievance procedure ).

· Complaints about the actions of a governor (This should be reported to Chairman of the Governing Body in the first instance).

· Complaints about the actions of another parent (This should be reported to

the Headteacher who will investigate whether action can be taken by the school).

· Allegations of abuse (Any allegations of abuse should be discussed with

the Headteacher or a senior staff member in the first instance. **For a definition of**

**abuse, refer to the school’s Child Protection/Safeguarding policy(s).**

· Issues between the school and community groups/PTA (These will be resolved informally by discussion).

**Status**

Section 29 of the Education Act 2002 states; the need to have in place a procedure to deal with complaints relating to the school and to any community facilities or services the school provides. The law also requires the complaints procedure to be publicised.

**1. Introduction**

1.1 We believe that our school provides a good education for all our children, and that the headteacher and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

**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 and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

**3. The complaints process**

**\*Informal stage - dealing with concerns:** initial concerns are dealt with by a class teacher, head of Key Stage or another appropriate member of the senior leadership team on an informal basis, either in person, by telephone or in writing.

\* **Formal stage two** : where a complaint has not been resolved by the class teacher the head teacher will deal with it.- if the complaint is about the head teacher this will be dealt with by the chair of governors.

**\* Formal stage three:** If stage one and two have been worked through and the complainant is unhappy with the way in which their complaint has been handled, the case can be referred to the chair of governors or governor represented. The chair of governors will carry out a review of the investigation carried out at formal stage two to consider the way the complaint has been investigated and handled by the school. This stage does not involve a rehearing of the complaint**.** The decision of the chair of governors at this stage is usually final.

**\* Local Education Authority (LEA) review:** if complainants believe that their complaint has not been handled fairly within the school procedures, they may ask the LA, to review and comment on how the school has dealt with the complaint. This applies to all types of maintained school, whether community, foundation, voluntary aided or voluntary controlled.

***The LA review is NOT an appeal stage. The local authority cannot overturn a***

***governing body’s decision; it can only comment on the fairness of the process.***

**\* Secretary of State review :** Having exhausted the previous stages, complaints can finally be taken to the Secretary of State for Education but only on the grounds that the governing body or LEA is acting or proposing to act unreasonably or illegally.

*\*\*If, at any stage of the process, the complainant starts legal action in relation to the matters under consideration, the complaints process will automatically cease, and all further correspondence will be with the Schools’ legal representatives.*

**4. Monitoring and review**

4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis.

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.

**5. Record Keeping**

– At Stage 2 and 3 – there should be clear communication in writing throughout the handling of the complaint. A copy of all written communication should be retained for reference. Only complaints relating to the schooling of a specific child would be kept within the child's files. Other issues will be filed separately in a secure location and will be retained for a period of 7 years.

**6. Exceptions to this procedure**

|  |  |
| --- | --- |
| **Exceptions to this procedure** | **Who to contact** |
| Admissions to school | Manchester City Council |
| Statutory assessments of Special Educational Needs  School re-organisation proposals | Manchester City Council |
| Matters likely to require a Child Protection Investigation | Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.  If you have serious concerns, you may wish to contact the Local Authority Designated Officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH). Tel: 0161 234 5001. |
| Exclusion of children from school\* | Further information about raising concerns about exclusion can be found at: [www.gov.uk/school-discipline-exclusions/exclusions.](http://www.gov.uk/school-discipline-exclusions/exclusions)  \*Compiaints about the application of the behaviour policy can be made using the school’s complaints procedure |
| Whistleblowing | We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.  The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: [www.education.gov.uk/contactus.](http://www.education.gov.uk/contactus)  Volunteer staff who have concerns about our school should complain through the school’s complaints procedure. You may also be able to complain directly to the Local Authority or the Department for Education (see link above), depending on the substance of your complaint. |
| Staff grievances | Complaints from staff will be dealt with under the school’s internal grievance procedures. |
| Staff conduct | Complaints about staff will be dealt with under the school’s internal  disciplinary procedures, if appropriate. |
| Complaints about services provided by other providers who may use school premises or facilities | Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct. |
| National Curriculum - content | Please contact the Department for Education at:  www.education.gov.uk/contactus |

Sept 2019

This policy will be reviewed bi-annually- next review Sept 2021