

Donnington Primary School

Parents/Guardians Complaints Procedure

All concerns will be fairly considered and promptly answered. Formal complaints should remain confidential to all parties until resolved. Confidentiality is required so that formal complaints are not prejudiced in any way.

Stage One

- a) If a parent/carer has a suggestion, general enquiry or a concern about any subject they should seek to discuss this with the teacher or school office.
- b) If the concern relates to the curriculum or discipline matter requiring an “explanation” from any member of staff, a formal appointment must be requested and the area of concern defined precisely.
- c) If the complaint is about Special Educational Needs, the process outlined in (a) and (b) will apply in the first instance. If this does not resolve the concern, advice will be taken from the Local Authority Special Educational Needs Assessment Service and other professional advisors.
- c) If the concern becomes a formal complaint then stage two of the procedure should be followed.

Stage Two

Formal complaints should be directed to the Headteacher. They should be in writing, using the Complaints Guidance Form, stating all concerns clearly. Where appropriate the Headteacher will organise a meeting with both parties to discuss the complaint and seek a mutually agreed solution. The complainant may, if they wish, and with prior notice, be accompanied by a friend in any meeting with the Headteacher. If the complaint is against a member of staff, the Headteacher will follow the Disciplinary and Competence procedures for Staff in Schools where necessary. The member of staff will receive a copy of the complaint addressed to the Headteacher, even if it is marked private and confidential. If applicable, procedures for Safeguarding Children will take precedence in this process.

If the complaint is against the Headteacher, these will be directed to the Chair of Governors.

All complaints will be acknowledged within five school term working days following receipt of the complaint.

Stage Three

If the complaint is not resolved to the satisfaction of the complainant, he/she will be asked to put the complaint in writing to the Chair of Governors who will seek to resolve the complaint by investigating the matter. The chair will meet with the Headteacher to see what steps have been undertaken to resolve the matter at Stage Two. The Chair will meet with others and consider written submissions, as appropriate.

The Chair will propose a resolution of the complaint in writing to the complainant within ten school term days of it being referred.

Stage Four

If the complainant is still not satisfied with the resolution proposed then a panel of Governors drawn from the Statutory Committees, acting on behalf of the Governing Body, will hear the complaint to seek its resolution within two weeks of it being referred in writing to the Governors Panel.

From September 2011 parents will be able to refer a complaint against a school to the Local Government Ombudsman after they have exhausted the current procedures.

A synopsis of this complaints procedure will be included in the school brochure.