



# Complaints Policy

## **Approval of the Governing Body**

This document is a policy for:

Complaints

at

**Lambley Primary School.**

It was developed/revised during the:

**Autumn Term 2019.**

It has been agreed and is supported by the teaching staff and the governing body.

We aim to review this policy during the:

Autumn Term 2020

Signature  
Mr L Christopher  
Headteacher

## **Lambley Primary School Complaints Procedure**

### **Listening to Parents, Pupils and the Community**

#### **Background**

Parents/carers who consider that they have grounds to progress a complaint against the staff of Lambley Primary School are to note that the following process must be strictly adhered to otherwise a failure to do so may prevent progression to the next stage should it be considered necessary. This stance is to protect both parents/carers and the staff in equal measures and to ensure that each stage is properly followed to ensure an auditable trail is recorded should the matter need to be escalated under stages detailed below.

#### **Mission statement**

We aim to make our school a happy, safe and caring place so that all pupils may benefit from the best possible education. All our staff, both teaching and non-teaching, are dedicated to this aim. If you think we are not living up to your expectation of us we want to know about it so that we may have the opportunity to put things right. We would also like to hear about things you think we do well.

### **The process for considering and addressing complaints**

#### **Raising a concern or complaint: Informal Stage (3 days)**

If you do have a concern or a complaint, you must initially speak to your child's Class Teacher in order to establish both the background and any specific facts related to the issue(s) and to discuss possible options of how the issue(s) may be addressed and/or resolved.

#### **Formal Stage: There are 3 formal stages:**

##### **Stage One - – Headteacher (10 days – acknowledge receipt of complaint within 5 school days)**

If the Class Teacher cannot resolve the matter to your satisfaction you should write to the Head Teacher to arrange an appointment to discuss matters further; again, with the aim of addressing any specific facts related to the issue(s) and to discuss possible options of how the issue(s) may be addressed and/or resolved. If you are not a parent of a child at the school then please address your concerns to the Head Teacher or Deputy Head Teacher.

**Please note:** If your complaint is specifically regarding the Head Teacher, you should commence the process from Stage Two. However, should the complaint against the Head Teacher be as a result of the Head Teacher reinforcing the decision and/or actions of the Class Teacher as part of the process of stage one, parents/carers are to commence the process at stage two.

## **Stage Two - Complaints Governor (15 school days)**

Most complaints will normally be resolved at either stage one or two but if this is not possible you should write to our complaints governor, Claire Davis, who is responsible for investigating complaints (or the Chair of Governors for a Headteacher complaint). The governor will contact you to find out more about your concerns and will then investigate your complaint. She will write to you on behalf of the governing body with the results of the investigation.

## **Stage Three - Complaints Panel (28 school days)**

If you are still not satisfied you may appeal to a committee of the governing body which will listen to your complaint. This Committee will be made up of Governors who have not had any previous involvement with your complaint. You will be able to attend a meeting of the committee to detail the specifics of your case. The Head Teacher and Complaints Governor will also attend to explain what they have done to investigate and resolve your concerns. The committee will write to you after listening to all parties and coming to their conclusion.

## **Stage Four**

If you are still not satisfied then you may complain to the Local Authority (LA). The LA only has the powers to investigate complaints about the curriculum, religious education and collective worship, the school's charging policy, and the provision of information required by law. For other complaints the LA will investigate whether the school's investigation was carried out properly, but will not re-hear the complaint. After the LA has carried out its investigation it will write to you.

## **Stage Five**

In the very rare case that you remain dissatisfied you may pursue your complaint with the Secretary of State for Education. The Local Government Ombudsman is not able to consider complaints about schools, except where they relate to the admission of pupils.

Signed:

Date:

**Approved by Lambley Primary School Governing Body**

Signed: D Bathgate

Designation: Chair of Governors

Date: Nov 2019

Date of next review: Nov2020