



School Complaints Procedure

Introduction

At Kirkby-on-Bain CE Primary School the governors and staff are committed to providing all children with the best possible education within a caring and secure environment to ensure their health, safety and welfare at all times. The staff work professionally with parents in close partnership to maximise the educational benefits, providing the best advantages to all children regardless of age, race or sex. The governors and staff believe this partnership will allow the children to develop in ways whereby they can reach their full potential.

From time to time parents may be concerned about an aspect of the school. In many cases the parents may want to raise issues which can be dealt with by staff, the headteacher or governors. The headteacher is responsible for day-to-day school management and the governing body maintain the full responsibility for the overall organisation, policies and provision of the school. Governors and staff would always want to be informed of any area of concern or misunderstanding at an early opportunity. An agreed procedure for dealing with such matters has been developed by the governing body and the school to ensure that concerns and complaints are dealt with fairly and answered appropriately. The aim of the agreed procedure is to provide the route for parents to express any concerns they may have about the organisation or management of the school, and for complaints to be considered objectively and impartially by all concerned in a professional and friendly manner.

Stage 1: Informal contact with teacher

If parents are unhappy with anything relating to their child's work or daily management they should arrange to discuss it with the child's teacher in the first instance.

Teachers are normally available at the end of the teaching day. However, it is also possible to arrange a specific appointment, possibly at one of the parent/teacher consultations which take place each fortnight, to meet a teacher to discuss the issue more fully and in private. Appointments are made via the school office.

The teacher will try to resolve concerns and agree the appropriate action to resolve the problem, difficulty or misunderstanding. The teacher may also discuss the matter with the headteacher. Most concerns can be satisfactorily resolved at an early stage and without the need for formal procedures.

Stage 2: Contact with the headteacher

If parents feel that a concern has not been resolved to a suitable level of satisfaction they should raise the issue directly with the headteacher. Parents should make an appointment to discuss the matter. The headteacher will endeavour to be available within ten days of the appointment request. The headteacher will listen to all concerns and to parents' preferred outcome and agree a suitable course of action. The headteacher will also record the issue of concern and agreed action and where appropriate pass the information to the chair of governors. If a complaint has been made in writing, the complainants will receive a written response from the headteacher.

Stage 3: Raising a formal complaint through the governing body

Ideally, most matters will be resolved in stages 1 and 2. In exceptional circumstances however, this may not be the case and parents may wish to pursue the matter further and with more formality.

Matters relating to the internal management, organisation and discipline in the school, can be raised with the governing body. The governors have a specific procedure for dealing with issues of this nature.

The concern should be set out in writing, with any correspondence and evidence to support the complaint, and sent via the clerk to the chair of governors. Letters will be acknowledged by the chairman or clerk to the governors within seven working days with notification of the intended course of action.

Clerk to the governors: **Mrs Michelle Lee**
c/o Kirkby on Bain Church of England Primary School
Wharf Lane
Kirkby-on-Bain
Lincolnshire LN10 6YW

Parents should be aware that 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 a disciplinary hearing against a member of staff following a serious complaint. The governors will investigate the complaint by forming a Complaints Appeal Panel which will consist of governors previously unaware of the complaint. They will write to advise the complainant of the outcome within ten working days of the initial meeting.

In normal circumstances, cases will be dealt with by the governing body following the above procedures. If complainants feel the matter has still not been resolved then they are invited to contact the Lincoln Diocesan Board of Education or the Local Government Ombudsman.

Signed _____ (Headteacher)

Signed _____ (Chair of Governors)

Date June 2014

Review Date June 2017