



**ST PHILIP'S CE VC  
PRIMARY  
SCHOOL**

**Complaints Policy**

Policy confirmed by the *Governing Body of St Philip's CE Primary School* on:

Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
(*Chair of Governors*)

This policy is to be reviewed in Term 6 2011

## Introduction

1. This document sets out the school's procedure for addressing complaints.
2. Please note that this procedure does not apply to issues concerning admissions, exclusion appeals, decisions about your child's special educational needs or grievances by school staff. These are the subject of separate complaints procedures. Copies of these procedures can be obtained from the school.
3. All other complaints are handled by the school according to the arrangements set out below.

## Aims and Objectives

**In St Philip's School we, the school community, aim ....**

- to create a happy and relaxed, yet stimulating and thought-provoking environment in which the children can enjoy learning and develop such qualities as kindness, tolerance and enthusiasm
  - to treat all members of the school community with equal respect
  - to seek to achieve consistency of approach in all areas
  - to ensure that there are good, clear channels of communication within the school community
  - to continue to maintain good school/church/community relationships
  - to encourage an active participation by parents in their children's education, recognising their rights and responsibilities as co-educators
  - to ensure that everything we do takes account of the needs, aspirations and welfare of the children
4. The school will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

## Complaints Procedure

5. Most complaints are best dealt with informally. If you have any concerns about the school or the education provided, please discuss the matter with your child's class teacher at the earliest opportunity.

### *Stage 1 - informal*

6. If you feel that a concern has not been addressed through discussion with the class teacher, or that the concern is of a sufficiently serious nature, please make an appointment to discuss it with the headteacher. The headteacher considers any such complaint very seriously and most complaints can be resolved at this stage.

### ***Stage 2 - formal***

7. If the matter cannot be resolved, or your complaint is about the headteacher, then it you should write to the Chair of Governors to make a formal complaint. **Please note** - If you would like support in writing down your complaint, please inform the school and we will try to find someone who can help you impartially.

Please state the nature of the complaint, the steps taken to resolve it and the action you would like to see taken to remedy your concerns. The Chairman of Governors will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within 15 school days of receiving the complaint.

### ***Stage 3 - formal***

8. If you are not satisfied with the result, you may ask to refer your complaint to Stage 3 of the procedure. At this Stage, a panel of three governors will meet to consider the complaint and make a final decision about it on behalf of the governing body. The panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 school days of your request.
9. You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend part of the meeting, accompanied by a friend/partner if wished, to put your case. The headteacher will be given the same opportunities. The panel will write to you with its conclusion within five school days of the meeting.
10. The decision of the panel is final. If you are still not satisfied, you may wish to put your complaint to the Secretary of State for Education and Skills.

### **Monitoring and review**

11. The governing body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all formal complaints received by the school and records how they were resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

### **Availability**

12. A copy of this procedure is available to all parents on request.

## Flowchart Summary of Complaints Procedure

