

Mansbridge Primary School



COMPLAINTS POLICY AND PROCEDURES

Introduction

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. Mansbridge Primary School is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

Compliments are always welcome and very encouraging to teachers and staff. The school encourages feedback or opinions from pupils and parents. In practice, this dialogue is continuous, sometimes directly and also indirectly. Please bear in mind it may not always be possible to act immediately.

It is natural that parents may, occasionally, be concerned about an aspect of their child's education or welfare at school. This could include issues concerning the school's approach to aspects of the curriculum, homework, behavioural problems or any other issue.

The school welcomes enquiries from parents about any matter. Teachers and staff will explain the school practices, policies, and how they affect the pupils. The vast majority of concerns will be handled by the class teacher or by the key stage leader if this is more helpful. If in doubt, keep asking until you are completely satisfied as all staff are eager to help.

The usual format for a concern is to speak to the child's class teacher in the first instance if it is a single concern, or to contact the school office to arrange an appointment to discuss your concern with whoever you wish. If it is deemed to be a complicated case which may need investigating you will be given a school complaints' form to complete which you should give to the office before you meet or speak to the member of staff. If the concern involves more than one matter or is either complicated or deemed serious by either the parent or adult then an appointment must be sought at the school office. At all times the staff will help to resolve a problem. If occasionally parents feel they must state their concern formally, this too is not a problem. The school has defined procedures for handling complaints so don't be embarrassed if you feel an issue warrants more attention.

The complaints procedure is to arrange an appointment to speak to the child's class teacher in the first instance, or contact the school office to arrange an appointment to discuss your complaint with whoever you wish.

The school's policy is to follow the DFE guidelines when handling concerns and complaints. Just ask if you would like advice or a copy. It would be unusual to deviate from these procedures, but the school always retains discretion in these matters.

Aims and Objectives

The prime aim of Mansbridge Primary School's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner.

Malicious complaints may incur appropriate action by the school.

The following details outline the stages that can be used to resolve complaints.

Mansbridge Primary School's Complaints Policy has three main stages.

In summary they are as follows:

- **Stage 1** aims to resolve the concern through informal contact at the appropriate level in school;
- **Stage 2** is the first formal stage where **written** complaints that have not been resolved at stage 1 are considered by the Headteacher, member of leadership team or a designated governor, who has responsibility for dealing with complaints;
- **Stage 3** involves a complaints review panel of governors. Such a panel may be offered at the discretion of the Chair of Governors.

All staff are familiar with the guidelines and have a duty to help parents needing advice.

Please don't feel you are making a fuss. These procedures have been carefully compiled and their reference, however rare, is routine to help pupils, parents and the school.

Procedures

Stage 1: Your initial contact with the school

- Many concerns will be dealt with informally when you make them known to us. The first point of contact should be your **child's form teacher**.
- If the class teacher cannot resolve the issue or you request for the matter to be dealt with by someone else then you must fill in a complaints form (see Appendix 1) which you can request from the office. We will see you, or contact you by telephone, verbally or in writing, as soon as possible after your concern / complaint is made known to us.
- We will ensure that you are clear what action or monitoring of the situation, if any, has been agreed. We will ensure that we speak directly to all appropriate persons who may be able to assist us with our enquiries into your concern.
- We will discuss with you where appropriate (normally within the next few days but at a maximum ten working days) the progress of our enquiries.
- You will have the opportunity of asking for the matter to be considered further, once we have responded to your concern.
- If you are still dissatisfied following this informal approach, your concern will become a formal complaint and we will deal with it at the next stage.

Stage 2: formal consideration of your complaint

This stage in our procedures deals with written complaints that have not been resolved with at Stage 1. It applies where you are not happy with the informal approach to dealing with your concern, as outlined under Stage 1.

- Normally, your written complaint will be passed on to the Headteacher or other member of the Leadership team. If, however, your complaint concerns the Headteacher personally, it should be sent to the school marked 'For the attention of the Chair of Governors'.
- We will acknowledge your complaint has reached stage 2 either in writing or verbally as soon as possible after receiving it. This will be within 3 working days
- We will provide you with a copy of these procedures with the acknowledgement.
- Normally we would expect to respond in full within ten working days but if this is not possible we will write to explain the reason for the delay and let you know when we hope to be able to provide a full response.
- As part of our consideration of your complaint, we may invite you to a meeting to discuss the complaint and fill in any details required. If you wish, you can ask someone to accompany you to help you explain the reasons for your complaint. However in exceptional circumstances only, the school reserves the right to veto the supporting adult and request that another supporting adult is chosen instead.
- A suitable person may also accompany the Headteacher, member of the Leadership team or Chair of governors if they wish.
- Following the meeting, the Headteacher or member of the Leadership team or Chair of governors will, where necessary, talk to witnesses and take statements from others involved. If the complaint centres on a pupil, we will talk to the pupil concerned and, where appropriate, others present at the time of the incident in question.
- We will normally talk to pupils with a parent or carer present, unless this would delay the investigation of a serious or urgent complaint, or where a pupil has specifically said that he or she would prefer the parent or carer not to be involved. In such circumstances, we may have another member of staff, with whom the pupil feels comfortable present.
- If the complaint is against a member of staff, it will be dealt with under the school's internal confidential procedures, as required by law.
- The school will keep written/typed, signed and dated records of all meetings and telephone conversations, and other related documentation.
- Once we have established all the relevant facts, we will send you a written response to your complaint. This will give a full explanation of the Headteacher's/Chair of governors' decision and the reasons for it. If follow-up action is needed, we will indicate what we are proposing to do. We may invite you to a meeting to discuss the outcome as part of our commitment to building and maintaining good relations with you.
- The person investigating your complaint may decide that we have done all we can to resolve the complaint, in which case we may use our discretion to close the complaint at this point.
- If we do not close the complaint after Stage 2, you may wish to proceed to Stage 3.

Closure of complaints

Very occasionally, a school will feel that it needs, regretfully, to close a complaint where the complainant is still dissatisfied.

We will do all we can to help to resolve a complaint against the school but sometimes it is simply not possible to meet all of the complainant's wishes. Sometimes it is simply a case of 'agreeing to

disagree'. If a complainant persists in making representation to the school – to the Headteacher, designated governor, chair of governors or anyone else – this can be extremely time-consuming and can detract from our responsibility to look after the interests of all the children in our care. For this reason, we are entitled to close correspondence (including personal approaches, as well as letters and telephone calls) on a complaint where we feel that we have taken all reasonable action to resolve the complaint.

In exceptional circumstances, closure may occur before a complaint has reached Stage 3 of the procedures described in this document. This is because a complaints panel takes considerable time and effort to set up and we must be confident that it is likely to assist the process of investigating the complaint.

The Chair of Governors may decide, therefore, that every reasonable action has been undertaken to resolve the complaint and that a complaints review panel would not help to move things forward.

Stage 3: consideration by a complaints review panel

If your concern has already been through Stages 1 and 2 and you are not happy with the outcome, we may agree to set up a complaints review panel to consider it. This is a formal process, and your ultimate recourse at school level. The Chair of Governors has discretion to agree to this form of meeting where he or she feels it would be helpful in resolving the complaint.

The purpose of this arrangement is to give your complaint a hearing in front of a panel of governors who have no prior knowledge of the details of the complaint and who can, therefore, consider it without prejudice.

The aim of a complaints review panel is to resolve the complaint and to achieve reconciliation between the school and the parent. We recognise; however, that it may sometimes only be possible to establish facts and make recommendations which will reassure you that we have taken your complaint seriously.

The complaints review panel operates according to the following formal procedures:

- The clerk to the governing body will aim to arrange for the panel meeting to take place within **20 working days**.
- The clerk will ask you whether you wish to provide any **further written documentation** in support of your complaint. You can include witness statements, or ask witnesses to give evidence in person, if you wish.
- The Headteacher will be asked to prepare a **written report** for the panel. Other members of staff directly involved in matters raised in your complaint will also be asked to prepare reports or statements.
- The clerk will inform you, the Headteacher, any relevant witnesses and members of the panel by letter, at least **five working days** in advance, of the date, time and place of the meeting. We hope that you will feel comfortable with the meeting taking place in the school, but we will do what we can to make alternative arrangements if you prefer.
- With the letter, the clerk will send you all relevant correspondence, reports and documentation about the complaint and ask whether you wish to submit **further written evidence** to the panel.
- The letter will explain what will happen at the panel meeting and the clerk will also inform you that **you are entitled to be accompanied** to the meeting. The choice of person to accompany you is your own, but it is usually best to involve someone in whom

you have confidence but who is not directly connected with the school. They are there to give you support but also to witness the proceedings and to speak on your behalf if you wish.

- With the agreement of the chair of the panel, the Headteacher may invite **members of staff** directly involved in matters raised by you to attend the meeting, the chair of the panel will bear in mind that the formal nature of the meeting can be intimidating for you and will do his or her best to **put you at your ease**.
 - As a general rule, no evidence or witnesses **previously undisclosed** should be introduced into the meeting by any of the participants. If either party wishes to do so, the meeting will be adjourned so that the other party has a fair opportunity to consider and respond to the new evidence.
 - The chair of the panel will ensure that the meeting is properly **minuted**. Please understand that any decision to share the minutes with you, the complainant, is a matter for the panel's discretion and you do not have an automatic right to see or receive a copy. Since such minutes usually name individuals, they are understandably of a sensitive and, therefore, confidential nature.
 - Normally, the written outcome of the panel meeting, which will be sent to you, should give you all the information you require. If, however, you feel that you would like to have a **copy of the minutes** it would be helpful if you could indicate this in advance. If the panel is happy for the minutes to be copied to you, the clerk can then be asked to maintain confidentiality in the minutes.
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- During the meeting, you can expect there to be opportunities for:
 - you to explain your complaint;
 - you to hear the school's response from the Headteacher;
 - you to question the Headteacher about the complaint;
 - you to be questioned by the Headteacher about the complaint;
 - the panel members to be able to question you and the Headteacher;
 - any party to have the right to call witnesses (subject to the chair's approval) and all parties to have the right to question all witnesses;
 - you and the Headteacher to make a final statement.
 - In closing the meeting, the chair will explain that the panel will now consider its decision and that written notice of the decision will be sent to the Headteacher and yourself **within two weeks**. All participants other than the panel and the clerk will then leave.
 - The panel will then consider the complaint and all the evidence presented in order to:
 - Reach a unanimous, or at least a majority, decision on the complaint;
 - Decide on the appropriate action to be taken to resolve the complaint;
 - Recommend, where appropriate, to the governing body changes to the school's systems or procedures to ensure that similar problems do not happen again.
 - The clerk will send you and the Headteacher a written statement outlining the decision of the panel **within two weeks**. The letter will explain what further recourse, beyond the governing body, is available to you.
 - We will keep a copy of all correspondence and notes on file in the school's records but separate from pupils' personal records.

Other sources of information and advice

If your concern is about an aspect of **special needs provision**, you might wish to consult relevant voluntary organisations and support groups in Southampton.

Monitoring and Review

Any member of staff involved in dealing informally with a matter of concern that might lead to a formal complaint should keep notes of the incident and any related conversations or interviews.

At all formal stages of the complaints procedure, the following information should be recorded:

- The name of the complainant;
- The date and time at which complaint was made;
- The details of the complaint;
- The desired outcome of the complainant;
- How the complaint is investigated (including written records of interviews held);
- Results and conclusions of investigations;
- Any action taken;
- The complainant's response (satisfaction or further pursuit of complaint).

The Governing Body should periodically review the Complaints Procedure and the outcome of any complaints through their normal Governing Body meetings.

Reviewed: every 3 years

Reviewed October 2014

Reviewed July 2017;

Approved by Governors September 2017

Reviewed March 2021

Appendix A - Complaints' Form

Please complete and return to the Headteacher (via the office) who will acknowledge receipt and explain what action will be taken.

Your Name	
Pupil's Name	
Your relationship to the Pupil	
Daytime Tel No	
Evening Tel No	
Please give details of your complaint here :	
What actions, if any have you already taken to try and resolve your complaint	
What actions do you feel might resolve the problem?	
Are you attaching any paperwork?	
Signature	
Date	

For Office use only:	
Date acknowledgement sent	
By whom:	
Complaint referred to:	
Date:	