

Meltham CE (C) School



Complaints Policy

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1.0 Aims

The aims of this policy are:

- to provide a framework for the school to deal fairly and effectively with complaints.
- to define the procedure to be followed in resolving complaints

2.0 Roles and Responsibilities

- Parents and carers have a responsibility to follow the recommended process for bringing concerns and complaints to the school.
- Teachers, the head teacher and governors have a responsibility to investigate the concerns/complaints in accordance with the agreed procedures.

3.0 Policy

3.1 Dealing with Concerns and Complaints

Meltham CE School aims to be fair, open and honest when dealing with any concern or complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved. We follow the Kirklees guidelines for dealing with complaints in schools which are available at:

<https://www.kirklees.gov.uk/beta/contact-the-council/school-complaints.aspx>

3.2 The Process

3.2.1 Concerns:

Parents are encouraged to raise concerns initially with the classteacher.

The classteacher will:

- log the concern in the diary
- agree any action to be taken with the parent
- agree a review date with the parent
- inform the headteacher if appropriate

If the concern cannot be resolved by the classteacher or if the concern is about the professional conduct of a teacher the parent should raise the concern with the headteacher.

The headteacher will:

- reply with a standard letter within 3 working days
- agree a review date within 15 working days
- investigate the concern (with other staff as appropriate)

Most concerns are resolved by this stage, however if no resolution is reached the concern becomes a complaint and the parent should complete a complaint form.

3.2.2 Complaints

If a complaint form is received the headteacher will:

- acknowledge receipt of the complaint form within 3 working days
- agree a timescale for investigating the complaint with the parents
- conduct a formal investigation

The headteacher will investigate complaints about teachers. The governing body will investigate complaints about the headteacher and the chair of governors is informed of all complaints. Following the investigation a feedback meeting will be held with the parent within 15 working days.

3.2.3 Investigation by the Governors' Complaints Committee

In very rare cases if the complaint is not resolved then the parent should write to the Chair of Governors and ask for the governors' Complaints Committee to investigate.

The governors' Complaints Committee will arrange a meeting to consider written evidence from the parent and from the headteacher.

The complaints committee will either:

- uphold the headteacher's decision; or
- ask the headteacher to reconsider certain aspects of the decision; or
- ask the Local Authority to support with investigating the complaint.

3.2.4 Should complaints remain unsatisfactorily resolved

If the committee decides to request help from the Local Authority (LA) in further investigating the complaint, it will ask the Chair of Governors to contact Kirklees council for advice. Should the dispute remain unsolved once all procedures have been followed, there may be occasions when, despite thorough procedure, a complainant may remain dissatisfied. If a complainant attempts to reopen the same issue following the conclusion of any investigation, the chair of the governing body should inform them in writing that the matter is now closed. Any such correspondence may wish to point out that the complainant remains at liberty to follow the instructions on the Kirklees council website (follow the link in section 3.1) in order to assess whether alternative means could be employed should they desire.

4.0 Appendices

4.1 Concern / Complaint Process Flowchart