



# Belmont Primary School

## Complaints Procedure

Date of policy	November 2018
Review Cycle	Annually
Review Date	November 2019
Signature of Chair of Governors	Janet Saunders

**This policy should be read in conjunction with:**

Child Protection and Safeguarding Policy

Whistleblowing Policy

## **Introduction:**

This document sets out the school's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. 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.

Please note that this procedure does not apply to issues concerning the curriculum, collective worship, admissions, exclusion appeals, decisions about your child's special educational needs or grievances by school staff. These are subject to a separate complaints procedure. Copies of these procedures can be obtained from the school.

All other complaints are handled by the school according to the arrangements set out below.

## **Aims and Objectives:**

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.

## **Framework of Principles:**

This policy will:

- Be easily accessible and publicised;
- Be simple to use and understand;
- Be impartial;
- Be non-adversarial;
- Allow swift handling with established time limits for action and keeping people informed of the progress;
- Ensure a full and fair investigation by an independent person where necessary;
- Respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation);
- Address all points of issue, providing an effective response and appropriate redress, where necessary;
- Provide information to the school's senior management team so that services can be improved.

## **FORMAL COMPLAINTS PROCEDURE**

### **First Stage: Informal**

Every effort should be made to resolve the difficulty informally in discussion with either the class teacher, a senior member of staff or the Head of School (Lucy Childs).

### **Second Stage: Formal Head Teacher**

If you feel that a concern has not been addressed through informal discussion with the class teacher, and you wish to have the matter formally investigated by an appropriate person from the school, please write to the Head of School - Lucy Childs, outlining your concern. If the matter is about:

- The day-to-day running of the school;
- The interpretation of school policies;
- The actions or inactions of staff at the school.

It will be formally investigated by the Head of School for Belmont School or a senior member of staff nominated by the Head of School.

If the matter is about:

- School policies as determined by the Governing Body;
- The actions or inactions of the Governing Body;
- The actions or inactions of the Head of School.

It will be formally investigated by the Executive Head for the Belmont Woodside Federation - Ms Madelaine Caplin or a senior member of staff nominated by the Executive Head.

A response will be made within 5 working days.

### **Third Stage: Formal Complaint – Governor Review**

Your formal complaint will be investigated by the Chair of Governors for the Belmont Woodside Federation - Mrs Janet Saunders or a governor nominated by the Chair. S/he can be contacted via the school office on 01322 432057.

The person carrying out the investigation 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 working days of receiving the complaint.

You will have the opportunity to submit written evidence on the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, then the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case but you are not entitled to know which procedure or the final outcome.

#### **Fourth Stage: Formal Complaint – Governor Hearing**

If you are not satisfied with the result from the Stage 3 review, you may choose to refer your complaint to Stage 4 of the procedure. This must be done in writing to the school within 15 working days of the completion of Stage 3.

If the complainant is not satisfied after the Chair or nominated governor has completed that review at Stage 3, 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 working days of your request.

You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend, accompanied by a friend/partner if you wish, to put your case. The Head of School will be given the same opportunities. The panel will write to you with its conclusion within 10 working days of the meeting.

The decision of the panel is final. If you are not satisfied with the way the governors have dealt with this matter you may wish to put your complaint to the Secretary of State for Education.

#### **Monitoring and Review:**

The Governing Body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Executive Head Teacher 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:**

A copy of this procedure is available to all parents/carers upon request.

#### **Contact:**

Janet Saunders – Chair of Governors for the Belmont Woodside Federation

Madelaine Caplin – Executive Head Teacher for the Belmont Woodside Federation

Lucy Childs – Head of School at Belmont Primary School

The above named persons can all be contacted via the main school office as follows:

Telephone: 01322 432057

Email: [officemanagerbelmont@bwf.education](mailto:officemanagerbelmont@bwf.education)

*November 2018*