



Maesglas Primary School Complaints Policy

Introduction

Maesglas Primary School is staffed by teachers and support staff who are not only qualified and expert in their own field, but who also, have chosen to work with children because they care for children and wish to help them in every way possible.

Nevertheless, as in any organisation, things from time to time arise which may lead to a parent or carer wishing to express some concern. A concern is not a complaint and should not be treated as such by the parent or the school. Only a very small number of concerns raised by parents need to be investigated using the formal procedure.

‘Any concern should always be raised with the Headteacher in the first instance where every effort should be made to resolve the difficulty.’

When concerns addressed are resolved there should be no need for a formal complaint. However, failure to respond could give rise to a complaint.

This policy explains concisely what parents can do if an enquiry or concern that has been raised with the Headteacher has not been responded to in an appropriate manner. The school follows the LA policy guidelines.

Procedures

If a parent or carer is concerned about anything to do with the education that we are providing at our school, they should in the first instance, discuss the matter with the child’s class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child’s progress.

Where a parent or carer feels that a situation has not been resolved through contact with the child’s class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

Only if a formal complaint fails to resolve the matter should a formal complaint be made to the Governing Body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent or carer should send this written complaint to the Chair of Governors. The Governing Body annually elects three Governors to sit on the Complaints Panel.

If the complaint is not resolved by the Governing Body, a parent may make representations to the LA. Further information about this process is available from the school (see the school prospectus) and from the LA.

In extreme circumstances, the parent or carer can address their complaint to the Secretary of State, or Local Government Ombudsman. The parent should put their complaint in writing and enclose copies of their original complaint and any other relevant papers.

Statutory Complaints

There are special arrangements for dealing with Statutory complaints and they are not to be dealt with under the above complaints procedures.

The following special arrangements exist for dealing with Statutory complaints:

- The Local Authority has a Statutory responsibility to consider a relevant complaint about the Curriculum, Religion and Values Education, Collective Worship, and Relationships and Sexual Education. (The school's prospectus will give parents details of the arrangements. In each case, however, they should first discuss the problem with the Headteacher).
- Appeals against decisions about a child's special educational needs. (A tribunal has been established to deal with complaints of this nature. The school, or the Local Authority will be able to give parents details).
- If parents are not offered a place at the school of their choice, or if their child is suspended or excluded from school. (The school will tell them how to appeal if these situations arise).

OTHER COMPLAINTS

Complaints can be made by a number of people/bodies. They can be made by members of the public, local residents, after school club co-ordinators. They can be in regard to the conduct of children, conditions of the building, usage of the school site etc. In these circumstances, complaints are to be made direct to the Headteacher, preferably in writing. Those complaining will be advised of the complaints procedures, with unresolved complaints being referred to the Governing Body.

The Governing Body also has a Grievance Panel of three Governors that can be called in the event of a member of staff alleging a Grievance. The grievance is heard according to grievance procedures.

EQUALITY STATEMENT

We do not discriminate (either directly or indirectly) against anyone on the grounds of their gender, race, colour, ethnic origin, religion, ability, disability or any aspect of their social/cultural background. Furthermore, the school community is committed to countering all forms of racial prejudice and discrimination. All complaints procedures are practices are designed to be free of bias, prejudice and discrimination.

Signed: _____ Headteacher

Signed: _____ Chair of Governors

Date: _____

Review Date: _____