

Grange Park Infant and Nursery School

Complaints Procedures and Statement for Parents

Date	Review Date	Coordinator	Nominated Governor
September 2018	September 2019	Head Teacher	Personnel Committee

We believe this policy relates to the following legislation:

- Local Government Act 1974
- Local Government Act 1988
- Education Act 1996
- School Standards and Framework Act 1998
- Education Act 2002
- Education Act 2005
- Education and Skills Act 2008
- Apprenticeship, Skills, Children and Learning Act 2009
- Children, Schools and Families Act 2010
- Education (Admissions Appeals Arrangements) (England) (Amendment) Regulations 2008
- School Admissions (Appeals Arrangements) (England) Regulations 2012

The following documentation is also related to this policy:

- Complaints About Ofsted: Raising Concerns and Making a Complaint about Ofsted (Ofsted)
- School Admission Appeals Code (DfE)

We believe that this school provides an excellent education and that the Headteacher and school personnel work very hard to build positive relationships and have in place clear lines of communication with all parents and others. In so doing complaints are kept to a minimum.

However, we are aware that under section 29 of the Education Act 2002 we must have in place clear procedures to deal with any complaint made against the school or individuals connected with it. We take any complaint seriously and we deal with them professionally following set procedures.

We are aware that under the Education Act 1996 parents have the right to complain directly to the Local Authority about any matter relating to the school's curriculum, any issue relating to the general education that we provide.

We have a duty to publish the complaints policy in the school handbook and on the school website with hard copies available from the school office.

We believe it is essential that this policy clearly identifies and outlines the roles and responsibilities of all those involved in the procedures and arrangements that is connected with this policy.

Aims

- To deal with any complaint against the school or any individual connected with it by following the correct procedures.
- To deal with all complaints thoroughly and by being open, honest and fair when dealing with the complainant.
- To work with other schools and the Local Authority to share good practice in order to improve this policy.

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Responsibility for the Policy and Procedure

Role of the Governing Body

The Governing Body has:

- A duty to have in place a complaints procedure;
- Delegated powers and responsibilities to the headteacher to ensure all school personnel and visitors to the school are aware of and comply with this policy;
- Responsibility of annually discussing the complaints log with the headteacher;
- In place, a self-evaluation process to monitor the way complaints are dealt with;
- Responsibility of taking into account any local or national decisions that affect the complaints process, and will make any modifications necessary to this policy;
- Responsibility for ensuring that the school complies with all equalities legislation;
- Nominated a designated equalities governor to ensure that appropriate action will be taken to deal with all prejudice related incidents or incidents which are a breach of this policy;
- Responsibility for ensuring funding is in place to support this policy;
- Responsibility for ensuring this policy and all policies are maintained and updated regularly;
- Responsibility for ensuring all policies are made available to parents;
- Responsibility for the effective implementation, monitoring and evaluation of this policy

Role of the Headteacher

The Headteacher will:

- Log all complaints received by the school and records how they were resolved;
- Discuss the complaints log every year with the governing body;
- Ensure all school personnel, pupils and parents are aware of and comply with this policy;
- Work closely with the link governor and coordinator;
- Provide leadership and vision in respect of equality;
- Provide guidance, support and training to all staff;
- Annually report to the Governing Body on the success and development of this policy

Complaint Procedures

Stage 1 (Informal Stage)

- Complainant has an informal discussion with the person closely involved with the complainants cause for concern or with the Headteacher direct.
- If after the discussion the matter is not resolved or if the complainant is not happy with the way that it has been handled then the process moves to the next stage.
- However, every effort should be made to resolve the matter at this stage.

Stage 2 (Formal Stage)

- Once a formal written complaint is received from the complainant then the Headteacher will undertake an investigation and reply in writing to the complainant within 15 days.
- However, if the complainant is not satisfied with the outcome then the complainant should move to the next stage.

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- If a formal written complaint is received about the Headteacher from the complainant then the complaint must be sent to the clerk to the governors complaints appeal panel with a written reply being sent to the complainant within 15 days.
- If the complainant is not satisfied with the outcome then the complainant should move to the next stage.

Stage 3 (Formal Stage)

- The complainant writes formally to the clerk to the governors complaints appeal panel outlining the reasons why he/she is not happy with the outcomes of the Headteacher's investigation.
- The complainant requests that an appeals panel reviews the complaint.
- An appeals panel meets within 12 to 20 days after receipt of the complainant's letter.
- The complainant may request an investigation by the Local Authority if he/she feels that that the review has not been handled fairly or if it has not been conducted in accordance with the school's complaints procedures.

Formal Complaint to a Local Authority

- Once a request has been received then the Local Authority complaints officer will only investigate whether the school has followed correct procedures in dealing with complaints but will not investigate the complainant's original complaint.
- After the investigation the Complaints Officer will write formally to the complainant.
- If the result is that the school did not follow correct procedures then the complaint will be referred back to the Chair of the Governing Body.
- If the result is that the school dealt with the complaint correctly then the Local Authority cannot make the school change its decision.
- The complainant may now wish to lodge an appeal with the Secretary of State for Education or with the Local Government Ombudsman.

Complaints regarding the Curriculum and General Educational Provision

All curriculum and general educational provision complaints will be dealt with by the Local Authority in line with their set complaints procedures.

Please see link to the LEA leaflet available on the Hillingdon Council website and provides guidance for parents. https://hillingdon.gov.uk/media/32532/Complaints-about-schools/pdf/COMPLAINTS_ABOUT_SCHOOLS.pdf

Raising Awareness of this Policy

We will raise awareness of this policy via:

- The School Handbook/Prospectus
- The school website
- The Staff Handbook
- Meetings with school personnel

Training

All school personnel will:

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- Receive training on this policy on induction
- Receive periodic training so that they are kept up to date with new information

Monitoring the Effectiveness of the Policy

The practical application of this policy will be reviewed annually or when the need arises by the coordinator, the Headteacher and the nominated governor.

Headteacher:	K Thapar	Date:	September 2018
Chair of Governing Body:	H Rahanu	Date:	September 2018