



Oulton Broad Primary School

Complaints Procedure

CHAIR OF GOVERNORS:	P Scarlett
HEADTEACHER:	J White
MINUTED:	
DATE OF NEXT REVIEW:	Autumn 2025

Version	Author	Date	Change Details
1.0	L White	November 2018	Initial document
1.1	L White	September 2019	Amended wording
1.2	L White	October 2020	Amended wording

Introduction

We strive to provide a good education where all our children feel safe and successful. The headteacher and staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the school follows in such cases.

Aims

Our school aims to be fair, open and honest when dealing with any 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. In all cases **we put the interests of the child above all else**. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The complaints process

If a parent 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 their child's class teacher. In our experience most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.

Where parents feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher or the Deputy Headteacher informally. The Headteacher/ Deputy Headteacher will consider any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Headteacher or Deputy Headteacher. This complaint must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The parent should send this written complaint to the Headteacher/ Deputy Headteacher.

The Headteacher/ Deputy Headteacher must consider all written complaints within three weeks of receipt. A letter will be sent to provide an outcome to the complaint. The school's internal resolving complaints guidance will be followed.

Should any parents have a complaint about the Headteacher, they should first make an informal approach to the chair of governors, who is obliged to investigate it. The chair of governors will do all s/he can to resolve the issue through a dialogue with the school, but if parents are unhappy with the outcome, they can make a formal complaint. A written complaint should be made to the chair of governor, via the school office. The steps above will be followed by the chair of governors to respond to the complaint.

If it is deemed appropriate a meeting will be arranged to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting. After hearing all the evidence, the governors will consider their decision and inform the parent about it in writing. The governors will do all they can at this stage to resolve the complaint to the parent's satisfaction and advise on next steps if parents do not believe the matter has been resolved.