



## **COMPLAINTS POLICY**

AUGUST 2016

## COMPLAINTS POLICY

*At any time if the concern or enquiry is of a Child Protection nature the Designated Teacher or Deputy Designated Teacher should be contacted. Please refer to the procedures set out in the school's Child Protection Policy.*

The Board of Governors together with the Principal set the direction and tone of the school in all that they do and are committed to working with parents in the best interests of their children's education. Our school motto: Ut Omnes Curemus – We Care for All, underpins our whole-school pastoral dimension.

The purpose of the Complaints Procedure is to address complaints raised by parents/guardians.

### **Aims**

In operating the Complaints Procedure we aim to:

- encourage resolution of problems by informal means wherever possible;
- allow swift handling of a complaint within established time-limits for action;
- keep people informed of progress;
- ensure a full and fair investigation;
- have due regard for the rights and responsibilities of all parties involved;
- respect confidentiality;
- fully address all aspects of a complaint and provide an effective response and appropriate redress, where necessary; and
- in the interest of continuous improvement, provide relevant information to the school's Senior Management Team and Board of Governors.

### **Stage 1**

When a parent has an enquiry in relation to any matter concerning their child's education or well-being it should be made in the first instance to the Class Teacher. For these types of enquiries or to raise general pastoral or academic concerns, a phone call or short meeting is likely to suffice. Please observe the school's existing protocols for arranging and conducting such meetings and follow the school's policy with respect to access to members of staff.

### **Stage 2**

If the matter is not resolved to the satisfaction of the parent, they may wish to raise the concern by contacting the Head of Key Stage. In the first instance this is likely to be by telephone or by requesting a meeting to discuss the matter. In some instances a parent may feel it is appropriate to put his/her concerns in writing.

### **Stage 3**

The Vice-Principal should be contacted if the issue has not been resolved at Stages 1 and 2. Please contact the school and make an appointment with the Vice-Principal at a mutually agreeable time.

### **Stage 4**

The Principal may be contacted either through the front office or by letter if the first three stages of this policy have not resolved the matter or if the complaint or concern is not in relation to an academic, discipline or pastoral concern. If the complaint is against the Principal then it should be made in writing to the Chairman of the Board of Governors.

### **Stage 5**

A letter should be sent to the Chairman of the Board of Governors outlining the nature of the complaint and the action taken so far by the parent. The Chairperson will be responsible for referring your complaint to a Complaints Sub-Committee which will investigate and respond to your complaint.

Your written complaint should be as concise as possible and address specifically the issue(s) that are of concern to you. You will receive a written acknowledgement of your letter within 10 working days. This will confirm that your letter has been received, and either,

- provide a response to the issue(s) you raised; or
- state that your complaint is being investigated and indicate when you can expect a response to be issued.

### **Stage 6**

If you are dissatisfied with the decision of the Sub-Committee of the Board of Governors, you may appeal to the Chairperson of the Appeals Committee.

#### **Please note:**

Pond Park Primary School seeks to settle disputes and clarify concerns through informal discussions and meetings, however, on occasions when this has not been possible these procedures are in place for parents.

**Anonymous letters are not accepted by the school as a method of raising concerns.**