



Manland Primary School Complaints Policy

How we will deal with your concerns

<http://manland.herts.sch.uk/>

01582713452

How to comment or complain

We care about what you think

Each day this school makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are helpful for future planning.

You may want to talk to us about a particular aspect of this school, though not actually make a complaint – you may just want to get something ‘off your chest’.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel free to contact us using the details listed above.

Our aims

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be looked into thoroughly and fairly.
- If your complaint is urgent we will deal with it more quickly.
- We will keep you up to date with progress at each stage.
- You will get an apology if we have made a mistake.
- You will be told what we are going to do to put things right.
- You will get a full and clear written reply to formal complaints within the timescales set out in this document.

This policy is reviewed in accordance with the governing body’s **annual plan**.

Date of most recent review

July 2018

Date of next review

July 2020

The Governing Body adopted this policy in September 2018

Signed:

Chair of Governors

Signed:

Head Teacher

Manland Primary School

Email: admin@manland.herts.sch.uk

Telephone: 01582 713452

Website: <http://manland.herts.sch.uk/>



This complaints policy does not cover the following matters:

- Complaints regarding third parties hiring school premises.
- Complaints about the school carrying out a statutory duty, e.g. making a Child Protection referral.
- A member of staff complaining about another member of staff.
- A member of staff complaining about an action or a decision of the school's Full Governing Body.
- Complaints regarding internal management decisions, e.g Class and Teacher Allocations.
- Unsuccessful school admission applications.
- Complaints about Fixed-Term or Permanent Exclusions.

Complaints should be made as soon as possible after an incident or cause for dissatisfaction arises and certainly within three months. Please note that should a complaint be submitted outside of this timeframe, the school will consider whether or not to exercise the discretion to make an exception and consider the matter.

Stages of the complaints process

Initial - Informal Stage

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the class teacher or another appropriate member of staff, such as the Special Educational Needs Co-ordinator (SENCo) if it is about Special Needs. We know that it can feel uncomfortable to question or challenge something, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right. If the member of staff you speak to in the first instance is unable to resolve the matter, there is a next step.

First – Formal Stage – Investigation and response by Headteacher

Request a meeting with the Headteacher who will investigate your complaint and aim to inform you of the outcome **within 10 school days (2 weeks)**. You should make it clear why you are complaining, say who you have spoken to already and explain what you would like to happen as a result of your complaint.

If your first contact is with individual Governors, they will advise you to take up your concerns with the appropriate member of staff or Headteacher. A Governor should not be made aware of a potential complaint as they may be required to sit on a Panel or undertake a Governor Review if the complaint progresses to Stage Two and therefore they need to remain impartial.

If your complaint is about the Headteacher, you should **write to the Chair of Governors**. If your child has a Statement of Special Educational Needs (SEN) or an Education, Health and Care Plan (EHCP) you may find it helpful to talk to our Special Educational Needs Co-ordinator (SENCo) or your child's named Special Needs Officer at the Local Authority. The SEND Information Advice and Support Service (SENDIASS) may also be able to help you.

Second – Formal Stage – Governors Complaint Panel Hearing or Governor Review

If you remain dissatisfied following Stage 1 and wish to take your complaint further, you will be asked to complete a form or write a letter addressed to the Chair of Governors. You should confirm why you remain dissatisfied and state your desired outcomes in pursuing your complaint further.

The Chair of Governors will arrange for your complaint to be considered and investigated under the arrangements approved by the Governing Body. This is likely to involve a Panel of Governors at a hearing where the Complainant and the Respondent (on behalf of the school) are invited to attend, unless the child no longer attends the school and their name has been removed from the school roll. In these circumstances, a Governor Review is likely to be conducted instead.

Governors Complaint Panel Hearing

If the Chair of Governors or another Governor has been involved in discussions to help settle the matter at Stage 1, s/he should arrange for another Governor to take charge of the situation. Neither the Chair of Governors nor the Governor in charge should sit on the Panel themselves and they should instead ensure that a Panel is convened in line with the timeframe set out in this document. The Governor in charge of investigating the complaint may ask to meet with you to discuss your concerns. It is not advisable for a Panel to investigate and conclude matters without giving the Complainant and Respondent the opportunity to respond. Therefore a formal hearing with all in attendance is most preferable.

You must ensure that the Governors' Complaint Panel is provided with any written information or evidence you intend to use in a formal hearing. You may bring a friend, representative or interpreter to any meeting if you wish. The Chair of the Panel may invite any person who may help establish the facts of the complaint. The Chair should tell you who this person is before the meeting. If any member of staff is required by the Governing Body to attend a meeting they will have the opportunity to be accompanied or represented as they wish. A member of staff named in a complaint may also choose to attend a meeting, even if not required to do so by the Governors. They may be represented. If this happens, we will inform you in advance.

When the Panel has fully investigated your complaint, the Chair of the Panel or the Governor in charge of the investigation will write to you to confirm the findings. These findings will be reported to the Governing Body. The Chair of Governors will then write to you confirming the outcome of your complaint and any agreed actions to be taken. The Governing Body will aim to deal with your complaint **within 28 school days (5½ weeks)**.

Governor Review

If your child has left the school and their name has been removed from the school roll, it is at the discretion of the Chair of Governors (COG) whether to proceed with a full Governors' Complaint Panel or a Governor Review. If the COG decides to commission a Governor Review, an Investigating Governor will be appointed to carry it out. The Investigating Governor will review the circumstances of the matter(s) raised in order to satisfy themselves whether or not anybody at the school had acted inappropriately and that procedures and policies had been followed correctly. Upon completion of the review, the findings will be passed to the Chair of Governors who

will write to you to confirm whether the complaint has been upheld or otherwise and of any changes to practice and procedures which have

been agreed by the Governing Body as a result. The Governing Body will aim to conclude the review of your complaint **within 28 school days (5½ weeks)**.

Further recourse

The vast majority of complaints are resolved through this process. Should your complaint not be resolved however, it would be possible for you to approach the Secretary of State at the Department for Education whose contact details are as follows – The Secretary of State, Department for Education, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT, Website: www.education.gov.uk, Telephone: 0370 000 2288

In the case of complaints about **Special Educational Needs provision as set out in Section F of your child’s Education, Health and Care Plan (EHCP)**, you may complain further to the Local Authority. This should be done by writing to the Children’s Services Complaints Manager. It should be noted however that if you wish to pursue this route, you should do so within **20 working days (4 weeks)** of receiving the written outcome of the hearing into your complaint.

If your child attends a Roman Catholic faith school, you may also wish to alert the Diocese of Westminster to your concerns. The Diocese may or may not decide to make further enquiries on a discretionary basis – The Director of the Education Service, Diocese of Westminster, Vaughan House, 46 Francis Street, London, SW1P 1QN. Email: education@rcdow.org.uk, Website: www.rcdow.org.uk. Telephone: 020 7798 9005.

Useful contacts

Advisory Centre for Education

Education Advice & Training
72 Durnsford Road
London
N11 2EJ
Web: www.ace-ed.org.uk
Phone: **0300 0115 142**

POhWER

Hertlands House
Primett Road
Stevenage
SG1 3EE
Web: www.pohwer.net
Phone: **0300 456 2370**

Children’s Legal Centre Service

Riverside Office Centre
Century House North
North Station Road
Colchester
CO1 1RE
Web: www.childrenslegalcentre.com
Phone: **0345 345 4345**

National Youth Advocacy

(NYAS)
Egerton House
Tower Road
Birkenhead
CH41 1FN
Web: www.nyas.net
Phone: **0345 345 4345**

Special Educational Needs & Disability Information Advice Support Service (SENDIASS)

Web: www.hertfordshire.gov.uk/sendias
Email: SENDIASS@hertfordshire.gov.uk
Phone: **01992 555847**

Informal Complaint Form

Please use this form if you wish to record any contact with members of staff about your concern

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Name: (Please print)	
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Signed:	
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Date:	
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Name of member/s of staff spoken to:

The information on this form is confidential to you, but you may ask for a copy to be made and given to and kept by the member/s of staff you spoke to.

Appendix 2

Formal Complaint Form

Please return this form to the Chair of Governors (contact details c/o the school office)

Name	
Address	
Post Code	
Telephone	
Email	

Please be as clear as possible below, about what it is you wish to complain about

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Have you followed stages 1 and 2 of the complaints policy?	YES / NO
When did you do this?	

What happened when you complained at stage 2?

What would you like us to do to put things right?

Name:

Signed:

Date:

Summary of the complaints process

