



# Complaints Policy Of Chattenden Primary School

This document was approved and adopted by the Governing Body.

Dated: \_\_ March 2023

Review Date: Every 3 years

Chair of Governors: Neil Shorthouse

Signature: \_\_\_\_\_

A handwritten signature in purple ink, consisting of a series of loops and a long horizontal stroke, written over a horizontal line.

1/3/23.

## What is a complaint?

A complaint is an expression of dissatisfaction about the standards of service, actions or the lack of action by the School or its staff, affecting an individual pupil, person or group of pupils or people.

You may want to complain if you think:

- we have not treated you fairly or politely
- we have not done something we should have done
- we have done something badly

When we receive complaints, we will:

- deal with people courteously and in a sensitive and helpful manner
- put things right where it is clear that we have not given the service that you have the right to expect
- analyse complaints so that we can plan for the future by taking your views into account

The Complaints Policy can be invoked by parents/carers, staff, Trustees or Members.

## Complaints Procedure

You do not have to make a formal complaint if you are unhappy with any aspect of the school. The people who can best deal with any problems you have are the class teachers. Let them know that something is wrong and they will try to sort it out straight away wherever possible.

### Stage one

If things cannot be resolved, or if you are still unhappy with the way we are handling your concerns, you can make a complaint. It is best if the complaint is made to the member of staff with whom you have been dealing. You can do this by writing a letter sending an email or speaking to the member of staff, either face to face or on the telephone.

You should receive a written acknowledgement of your complaint within three school days and a response within 10 school days. If your complaint cannot be resolved by then you should get a letter saying why not and giving you a new deadline for a full response.

### Stage two

If you are unhappy with the outcome of stage one you can take the matter further and complain to the Principal. Your complaint will be fully investigated and again, we will respond within 10 school days

### Stage three

If you are still unhappy after the stage two investigation, you can complain to the Chair of Governors. Your complaint will be fully reviewed and a response will be sent to you within 15 school days. Again, we will let you know if it is going to take any longer. If the Chair of Governors feels that it would help to resolve the complaint, he/she will call a panel of Governors together to hear your complaint and decide what actions to take. This hearing will take place within 30 school days, at a time that is mutually convenient.

Complaints to the Chair of Governors need to be in writing, sent to the school marked 'private and confidential' and addressed to the Chair of Governors.

We hope our complaints procedure will help you to sort out quickly and successfully any problems you may have with the School.

### **What to do if you are still not satisfied**

If you have already followed the stages described above and are still not satisfied you may complain to the Education Funding Agency (EFA) who will investigate your complaint on behalf of the Secretary of State for Education.

Complaints should be made in writing via the Department for Education's 'Schools Complaints Form', or by post to:

Ministerial and Public Communications Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

### **Different types of complaints about schools**

Some types of complaint are handled differently, and the school must follow other procedures. Some complaints need to go straight to the Governing Body who have panels organised for handling such complaints, these include complaints about:

- the curriculum
- religious worship
- special educational needs provision
- exclusions
- admissions

If you have concerns or a complaint about child protection issues please refer to the school's Safeguarding Policy.