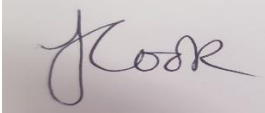




## Complaints Procedure (for parents) For Bidbury Infant School

<b>Name of Unit School</b>	Bidbury Infant School
<b>Date Policy Reviewed</b>	April 2022
<b>Name of Headteacher</b>	Julie Cook
<b>Signature of Headteacher</b>	

### Introduction

Bidbury Infant School is committed to dealing effectively with complaints.

We aim to clarify any issues about which you are not sure. If possible we will put right any mistakes we have made and we will apologise. We aim to learn from our mistakes and use that experience to improve what we do.

This complaints procedure supports our commitment and ensures that anyone with an interest in the school can raise a concern, with confidence that it will be heard and addressed in an appropriate manner.

### Have you asked us yet?

If you are approaching us for the first time, you should give us a chance to resolve the problem. If you are not happy with our response then you may make your complaint using the complaints procedure. Most concerns can be settled quickly just by speaking to the relevant person in school, without the need to use the formal procedure.

We believe that all complaints should be heard, understood and respected. We will not tolerate aggressive, abusive or unreasonable behaviour.

### Answering your concern or complaint

- We will consider all your concerns and complaints in an open and fair way.
- At all times the school will respect the rights and feelings of those involved and make every effort to protect confidential information.
- Timescales for dealing with your concerns or complaints may need to be extended following discussions with you.
- We may ask for advice from outside agencies.
- Some concerns or complaints may raise issues that have to be dealt with in another way, other than the complaints policy. If this is the case we will explain why this is and tell you what steps will be taken.
- There are up to 3 stages in the complaints procedure. Most cases are resolved at stage 1 or 2.

## Stage 1

- If you have a concern, you can often resolve it quickly by talking to your child's teacher. You should raise your concerns as soon as possible. The longer the problem is left the harder it might be for those involved to deal with it effectively.
- We hope to resolve your problem informally. We will make sure that we understand what you feel went wrong and will explain our actions to you. We will ask you what you would like the school to do to put things right and explain what we intend to do.
- The person overseeing your concern or complaint will keep you informed of the progress being made. They will also keep a log of the concern for future reference.
- Unfortunately, this does not mean that in every case you will be satisfied with the response.

## Stage 2

- In most cases we would expect that your concern is resolved informally. If you feel that your concern has not been dealt with appropriately you should put your complaint in writing to the Head Teacher. (Refer to Annexe A).
- We would expect you to do this within 5 school days of raising your initial concern with the class teacher. It is in everyone's interest to resolve a complaint as soon as possible.
- The Head Teacher will send you a formal acknowledgement of your complaint.
- The Head Teacher will invite you to discuss your complaint at a meeting. This would normally be within 10 school days of receiving your letter.
- You will be given the opportunity to discuss the process, and add any additional information you feel is important.
- The Head Teacher will investigate the matter and will keep a written record of the investigation.
- As soon as all the facts have been established you will receive a written response. This will include an explanation of the decision that has been reached, the reason for the decision and the actions to be taken to resolve your complaint.
- If your complaint is about the Head Teacher, you should put your complaint in writing to the Chair of Governors, addressed to the school, who will carry out the investigation.

## Stage 3

- It is rare that a complaint will progress to this stage. However, if you feel that your complaint has not been dealt with fairly, you should write to the Chair of Governors, via the school's address, setting out the reasons why you are pursuing the complaint beyond the Head Teacher's response. You do not have to write down details of the whole complaint again.
- If you prefer, you can talk to the Chair of Governors or nominated Governor who will write down what is discussed and what you feel would resolve the problem. You will be asked to read the notes and sign them as a true record.
- The Chair of Governors will investigate the complaint and aim to achieve conciliation between all parties.
- If you still feel that matters have not been resolved the Chair may offer an independent and impartial review by a panel from the governing body. You will receive notification of the date that the panel will meet 5 school days in advance of the meeting. This notification will explain that a panel consisting of three governors, who have had no prior involvement in the complaint, will meet to review the matter. All relevant documents relating to the complaint will be provided to the panel before the meeting. You will also be informed that you have the right to go to the meeting, and to be accompanied by a friend, legal representative or interpreter. The Head Teacher will also be invited.
- A written record of the meeting will be taken by the Clerk to the governing body. The meeting will give you the opportunity to explain your complaint and for the Head Teacher to explain the school's response, and for all the people present to seek clarification through questions and discussion. At the end of the discussion everyone apart from the panel will leave the meeting.
- The panel will provide you and the school a written decision on the complaint within 2 school days.
- The governing body's complaints panel is the final arbiter of complaints.

Ratified by Governing Body on April 2022

Signed (Chair of Governing Body)

A handwritten signature in blue ink, consisting of several fluid, overlapping strokes that form a cursive-style name.

Written: April 2022  
Next Review: April 2023

## Annexe A: Bidbury Infant School Complaint Form

Please complete this form and return it to the Headteacher [or Clerk to the Governing Body] who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name .....

Relationship with school [e.g. parent of a pupil on the school roll]:

.....

Pupil's name [if relevant to your complaint]:.....

Your address:

Daytime telephone number .....

Evening telephone number .....

Please give concise details of your complaint [including dates, names of witnesses etc.] to allow the matter to be fully investigated:

You may continue on separate paper, or attached additional documents, if you wish

Number of additional pages attached =

What action, if any, have you already taken to try to resolve your complaint [i.e. who have you spoken with or written to and what was the outcome?]

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

**School use**

Date form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			