



Christ Church CE Primary School

Respect: Endurance: Friendship

Complaints Policy and Procedure

At Christ Church CE Primary School, a Christian community, we believe that our school provides a good education for all our children, and that the Head Teacher and other 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. The following policy sets out the procedure that the school follows in such cases.

Informal Complaints Procedure

At Christ Church CE Primary School we encourage parents and others connected with the school to discuss any concerns relating to the curriculum or any aspect of the school with the member of staff giving rise to the concern. This should be done in person or via a telephone call. We take informal concerns seriously and staff are eager to resolve concerns swiftly. Our aim is always to maintain an environment where concerns can be settled directly amongst those concerned without the need for formal procedures. Therefore, if any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately. In the case of serious concerns, it may be appropriate to address them directly to the head teacher (or to the chair of the governing body, if the complaint is about the head teacher).

If you are uncertain about who to contact, please seek advice from the school office.

School Contact Details

Telephone number – 01782 234834

Email – office@christchurchfenton.co.uk

Formal Complaints Procedure

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the head teacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the head teacher, your complaint should be passed to the school office, for the attention of the chair of the governing body. You should include details such as dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the written complaint in a sealed envelope to the school office. The envelope should be addressed to the head teacher, or to the chair of the governing body, as appropriate.

The head teacher (or chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by someone who could assist or support you whilst explaining the nature of your concerns.

It is possible that your complaint will be resolved through a meeting with the head teacher (or chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 5 days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

If you are not satisfied with the manner in which the process has been followed, you may request that the governing body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the chair of the governing body, within 10 school days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed.

This formal complaints procedure is followed on the rare occasions that all initial attempts to resolve the issue are unsuccessful with the person raising the concern remaining dissatisfied and wishing to take the matter further.

Review Process

Any review of the process followed by the school will be conducted by a panel of 3 members of the governing body. This will usually take place within 10 school days of receipt of your request.

If you are still unhappy then you need to ring the Education Office and ask for the Area Education officer. Telephone number 01782 234234.

This procedure is devised with the intention that it will:

- Usually be possible to resolve complaints by informal means,
- Be simple to use and understand,
- Be non-adversarial,

- Provide confidentiality,
- Allow complaints to be handled swiftly,
- Address all the points at issue,
- Inform future practice so that the problem is unlikely to recur.

This policy needs to be read alongside the Managing Aggressive Behaviour from Parents and Visitors to our School which outlines our school expectations of parental behaviour when raising concerns.

Revision/Review History

Signed (Chair of Governors) _____

Signed (Head Teacher) _____

<u>Date</u>	<u>Comments</u>	<u>Review Date</u>
21/11/12	New policy agreed by governors	Autumn 2015
Summer 2015	Updated with new school email address and more detail regarding the informal and formal stage	Summer 2017
30/06/17	Reviewed with the removal of seeking help from the clerk (page 1)	Summer 2019