




Hob Green Primary School

Complaints Policy

Monitoring and Review:	Executive Governance Group
Approved by:	Nickolas Field
Signature:	
Date Approved:	2018
Review Date:	2020
Version:	1.1

Purpose

The purpose of this policy is to provide a clear procedure for dealing with complaints relating to the school or school staff. The policy applies to general complaints made by parents, carers, the community, school visitors and volunteers.

Policy aims

The aims of the policy are to:

- achieve informal resolution wherever possible
- resolve complaints as quickly and efficiently as possible
- provide a clear process for dealing with complaints
- ensure every complaint is heard and handled appropriately
- deal with complaints sensitively with impartiality and confidentiality
- ensure all stages of the procedure are investigatory rather than adversarial. Reasonable support and adjustments will be made to assist complainants where English may not be their first language. This may include support from a translator. Reasonable support and adjustments will be made to support complainants with a disability. This may include accepting a complaint verbally instead of in writing or physical adjustments to accommodate an individual in school.

Stage 1: Informal

At Hob Green Primary School, staff and governors aim to ensure that all parents and community members are listened to especially when they have a concern or worry. As a matter of daily routine, schools receive numerous contacts from parents and other parties.

We want parents to come into school immediately to discuss any concern with their child's class teacher in the first instance. Many of these are resolved satisfactorily by providing information or through an informal meeting.

The nature of the concern may mean that parents are directed to a member of the Senior Leadership Team or the Headteacher as appropriate. We intend, that on most occasions, parents will be able to meet with a member of the Senior Leadership Team on the same day the concern is raised or at the latest within 24 hours.

If, following discussion with parents, it is decided that further information needs to be gathered, the school aims to ensure this will also be completed on the same day and parents informed either through a meeting at the end of the school day or via the telephone. In certain situations, the collation of information may take longer, and parents will be advised if this is the case. If the complaint is resolved, then no further action is required. If not, then the parent may move to the next stage – **Formal**.

Stage 2: Formal

If the complaint is unresolved following **Stage 1**, the parent will need to make a formal complaint in writing directly to the Headteacher. If the complaint is against the Headteacher the complaint should be addressed to the Chair of Governors.

On receipt of a written complaint the Headteacher will conduct a thorough investigation into the complaint. This may involve meetings with the complainant to obtain more information. The findings of the investigation will be recorded and presented directly to the complainant in a meeting or through the post within 10 working days.

The School will work to complete this investigation, reaching a satisfactory outcome within a 10-working day period. If this is achieved and parents accept the outcome, then no further action will be taken. The complaint, investigation and outcome will be recorded and reported to the Chair of Governors.

If parents feel that a satisfactory outcome has not been achieved, they will be informed of their right to make a formal complaint to the **Panel** and in doing so move to **Stage 3** of the Complaints process.

Stage 3: Panel

The complainant is asked to refer their written complaint formally to the Panel within 28 days of the completion of **Stage 2** of the process. School will make provision for a hearing before a Panel appointed by or on behalf of the school and consisting of at least 3 people, one of whom is independent of the management and running of the School, and who were not directly involved in the matters detailed in the complaint. The Panel will acknowledge the complaint within 10 working days, meeting within 15 working days.

The Parent will be invited to attend and can be accompanied, if they so wish.

Once the findings and recommendations have been found, a copy of this report must be provided to the complainant within 7 working days and, where relevant, the person complained about. It should also be available for inspection on the School premises by the proprietor and Headteacher.

A written record must be kept of all complaints that are made, determining whether they have been resolved, following a **Formal** procedure or if they had to proceed to a **Panel** hearing. The record should also indicate what action had been taken by school as a result of those complaints (regardless of whether they are upheld).

Stage 4: Referral to the Multi Academy Trust

If, after **Stage 3**, the complainant remains unsatisfied with the way in which the complaint has been managed, then a written complaint should be sent to the drb Ignite Director of Academies, giving clear details of the complaint.

Write to: Academies Director, drb Ignite Multi Academy Trust, 3 Brindley Place, Birmingham, B1 2JB

The Trust will acknowledge the complaint within 3 working days and then investigate the way in which the complaint has been dealt with. They will not initially re-investigate. The Director of Academies will write to the complainant within 20 working days, explaining the outcome of the investigation. The Director of Academies will also make contact with the school to advise them of the outcome and, where appropriate, the steps needed to put the matters right.

Stage 5: Referral to the Department for Education

Where the complaint remains unresolved after going through **Stages 1 to 4**, then the complaint should be directed to the ESFA using the following procedure:

- Access the Education and Skills Funding Agency's procedure on the Department for Education website – [‘A Procedure for Dealing with Complaints about Academies.’](#)