

## Holywell Primary School

### Complaints Policy

<b>Status:</b>	Statutory
<b>Approval Body:</b>	Governing Body
<b>Review Frequency:</b>	3 Years
<b>Last Review:</b>	May 2017
<b>Next Review:</b>	Summer 2020



# Holywell Primary School

## Complaints Policy

### **1. Introduction**

- 1.1 At Holywell Primary School, we continually strive to provide a good education for all our children. The Headteacher and 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 concerns or complaints by parents or carers. The following policy sets out the procedures that the school follows in such cases.
- 1.2 If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately.
- 1.3 We deal with all complaints in accordance with procedures laid down by the Hertfordshire County Council, see below (section 4). If the school itself cannot resolve a complaint, those concerned can refer the matter to the LEA.
- 1.4 All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

### **2. Aims**

- 2.1 Our school aims to be fair, open and honest when dealing with any concern or complaint. We give careful consideration to all concerns and complaints, and deal with them as swiftly as possible. We aim to resolve any concerns or complaints through dialogue and mutual understanding. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any concern or complaint to be fully discussed, and then resolved.

### **3. Concerns**

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.

#### **4. Complaints**

- 4.1 Where parents feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Headteacher. The Headteacher considers any such concern or complaint very seriously, and investigates each case thoroughly. Most concerns and complaints are normally resolved by this stage.
- 4.2 If parents feel that the concerns or complaints have not been resolved then they should follow the procedures laid down by the Local Authority which the Governing body of Holywell has adopted.

The relevant documents can be found on the Hertfordshire Grid

Fact sheet for parents

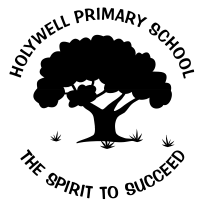
<http://www.thegrid.org.uk/info/csf/policies/#complaints>

Local Authority Policy

<http://www.thegrid.org.uk/info/csf/policies/#complaints>

#### **5. Monitoring and review**

- 5.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly.
- 5.2 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.
- 5.3 This policy will be reviewed every three years.



RECORD OF COMPLAINT LODGED WITH THE HEADTEACHER

<b>Complaint lodged by:</b>	<b>Date:</b>
<b>Brief explanation of the complaint:</b>	
<b>A note of how the matter was resolved:</b>	
<b>Further action required: Yes / No</b> <b>By whom? When?</b>	

Headteacher's signature: .....