

# Bhaktivedanta Manor Primary School



## Complaints Procedure

| <b>Lead</b>           | <b>Name</b>    | <b>Reviewed Date</b> | <b>Date to Be Reviewed</b> |
|-----------------------|----------------|----------------------|----------------------------|
| <b>Governing Body</b> | <b>Members</b> | <b>January 2017</b>  | <b>January 2020</b>        |

We aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop.

We believe children and parents are entitled to expect courtesy and prompt, careful attention. Our intention is to work in partnership with parents and the community generally and we welcome suggestion on how to improve our school at any time.

### **Effective Complaints Procedure will:**

- Encourage resolution of problems by informal means wherever possible
- Be easily accessible and publicised
- Be simple to understand and use
- Be impartial
- Allow swift handling with established time-limits
- Ensure a full and fair investigation
- Respect people's desire for confidentiality
- Address all the points at issue and provide an effective response
- Provide information to the Governing Body

### **Making Concerns Known**

1. A parent who is uneasy about any aspect of the school should first talk over any worries and anxieties with the child's teacher
2. Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints. In comparison, concerns ought to be handled without the need for formal procedures. The requirement to have a complaints procedure need not in any way undermine efforts to resolve the concern informally.
3. If this does not have a satisfactory outcome then an appointment should be made to speak to the Headteacher. An agreed written record of the discussion should be made.

Most complaints should be resolved informally or at this initial stage

4. If the matter is still not resolved, then the parent should put the concerns or complaint in writing to the management committee within a week.
5. The matter will be discussed by the Governing Body within 2 weeks of receiving the complaint.
6. If after hearing the decision of the management committee the matter is still not resolved to the parent's satisfaction, the Chair of the Board of Governors will arrange a panel consisting of at least 3 people who are not directly involved in the matter detailed in the complaint, and at least one person who

is independent of the management and running of the school. This will take place within a 2 week period.

7. The parents can be accompanied at a panel hearing if they wish
8. A copy of the findings and recommendations of the panel must be given to the proprietor, Headteacher, and any person complained about.
9. A written record will be kept of all complaints and whether they are resolved at the preliminary stage or proceed to a panel hearing
10. All correspondence, statements and records relating to individual complaints will be kept confidential

### **Resolving Complaints**

It may be appropriate to offer one or more of the following

- An apology/explanation
- An admission that the situation could have been handled differently
- An assurance that the event complained of will not recur
- An undertaking to review school policies in light of the complaint

### **Time Limits**

Complaints need to be considered, and resolved as quickly and efficiently as possible.

### **Recording Complaints**

The Head teacher can be responsible to record the nature of the complaint, the progress and the final outcome.

### **Governing Body Review**

The GB can monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary.

Next Review Date: January 2020