



Chawton CE Primary School

Complaints Procedure

Chawton Primary School aims to provide a broad and balanced education for all pupils so that they may develop physically, socially, spiritually and academically within a happy and secure school community. The school places a high value on the relationship between home and school and should you feel at any time that the school is falling short of these aims, then you are encouraged to raise your concerns. The school complaints procedure provides a framework to ensure that your concerns are dealt with in a timely and consistent manner. We would always endeavour to resolve any concern at the informal stage.

Informal Stage

Speak informally with your class teacher about any concern or complaint. If you wish to speak to the class teacher please try to do this at a time that does not compromise classroom/teaching activity e.g first thing in the morning. A good time is generally 8.45 or 3.15 for a few minutes.

If you find it difficult to discuss the matter with the class teacher, the matter can be referred to the Head teacher.

If your complaint concerns the Head teacher you are nonetheless asked to have preliminary discussions with her/him to determine whether there has been a simple misunderstanding by one party or the other. If your complaint cannot be resolved in this way, or you have reasons for not wishing to meet with the Head teacher, then your complaint can be referred to the Chair of the Governing Body.

After investigation, a response will be given, where possible, within 7 school days.

If you are not satisfied with the response, you may send a written complaint to the school within 10 school days of receiving the response.

Formal Stage 1

Your formal complaint should be made in writing, or by telephone or email in the first instance and subsequently confirmed in writing. You should give details of your concerns and provide any appropriate paperwork, should there be any.

The school will write to you within 2 school days, where possible, to say that your written complaint has been received.

The head teacher will then investigate. After any meeting you may have with the head teacher you will receive a follow-up letter summarizing the main points of your meeting.

The Head teacher will write to you with her decision, where possible, within 5 school days of receiving your complaint.

If the complaint requires an in-depth investigation which may take longer than 5 school days, the head teacher will advise you of this and give an indication of how long it will be before you receive a response. Generally, this should not be more than 20 school days.

If you are not satisfied with the head teacher's response, you may move to stage 2 of the formal proceedings.

Formal Stage 2

If you are not satisfied with the response to your formal written complaint you should then raise the matter, in writing, with the Chairman of Governors. This can be done by writing to the Chairman of Governor's, marking the envelope 'Confidential' and sending it c/o the School Administrator. The Chairman will write to you within 2 school days, where possible, to acknowledge receipt and will then investigate your complaint.

The Chairman of Governors will discuss your concerns with the Head teacher before taking any action.

After this, the Chairman will write to you within 10 school days with her/his decision. Again, if in-depth investigation is required, this may take a little longer. You will be notified of any such delay and will receive a response within 20 school days.

If you are not satisfied with the response of the Chairman of Governors, you may move to stage 3 of the formal proceedings.

Formal Stage 3

If you are not happy with the decision of the Chairman of Governors, you should then write to the Clerk to the Governors c/o the School Administrator requesting that a Governing Body Complaints Panel be set up. The Clerk to the Governors will then set in place a meeting of this Panel, which will meet within 20 school days of receiving your letter. The Panel will consist of three governors with no prior involvement in the matter. The Complaints Panel has specific powers in relation to formal complaints. Where the issues relate to responsibilities delegated to the head teacher by the governing body, then the Committee will reconsider your complaint afresh. Any new information, previously unavailable to the head teacher at the time of her/his initial response to you, will be considered. In this event, the Committee may ask the head teacher to reconsider the initial decision.

If the matter falls within the head teacher's designated decision-making remit then the Panel will only have the power to review the decision, not to consider it afresh. This may include an opinion on the 'reasonableness' of the decision. If new evidence comes to light then the Panel will refer the matter back to the head teacher, who may consider amending the initial decision.

You will be sent an invitation to attend this meeting at least 10 school days before it happens and you may bring one other person with you. This Panel will also invite the Head teacher and the Chairman of Governors and, after hearing all aspects of your complaint, the Panel will discuss the matter and will then decide whether to agree or not with the Headteacher or Chairman's decisions.

Everyone at this meeting will receive a written response outlining the decision and recommendations of the Complaints Panel within 5 school days. The Panel's decision is final; there is no further appeal except in the very specific circumstances given below.

Further level of appeal in specific circumstances.

If your complaint relates to the National Curriculum or the provision of collective worship or religious education, then you may appeal to Hampshire County Council which offers a further level of appeal only when the school complaints procedure has been exhausted. The Children's Services Complaints Team on 01962 847484 will be able to give you further information and advice.

You also have the right to complain to Ofsted if your complaint concerns whole school issues such as a concern that the school is not providing a good enough education throughout the whole school. Ofsted cannot investigate any matters that relate to a specific child and his/her needs.

As a Church of England school we wish to foster Christian values of care and consideration towards each other. We value each child as a unique individual and take very seriously any suggestion that we are failing a child in any way. You are encouraged to raise matters of concern as soon as you have them and we will do all we can to effect a speedy resolution.

Signed (Chair of Governors)

Signed (Head teacher)

Chawton CE Primary School

Complaints Form

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

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| <p>Your name.....</p> <p>Pupil's name.....</p> <p>Your relationship to the pupil.....</p> <p>Your address.....</p> <p>.....</p> <p>.....</p> <p>Day time telephone number.....</p> <p>Evening telephone number.....</p> |
| <p>Please give brief details, if any, of what action you have already taken to try and resolve your complaint. (Who did you speak to and what was the response?)</p> <p>Please give details of your complaint, including dates, names of witnesses etc.</p> |