

**Aspire – the Federation of**  
**William Hildyard Church of England Primary and Nursery School and**  
**St. George’s Church of England Primary School**

**Complaints Policy Statement**

We strive to deliver the best possible education to all our pupils and to care properly for their health, safety and welfare at all times. All the staff in this federation, teaching and nonteaching, are dedicated to achieving this aim.

From time to time, however, it is possible that you may feel we have not lived up to your expectations. If this is the case please tell us. If you do not tell us, we will not be aware of your concern, and if we are not aware of it there is little we can do to set things right.

So if you have any worry or concern about what is happening in the school PLEASE TELL US AT ONCE.

Sometimes parents/carers have said that they would not like to "make a fuss" as they feel that their child may suffer in some way as a consequence. Staff do not wish parents to feel that this would ever be the case. The federation has adopted a "complaints procedure" which gives helpful information on the best way of expressing any concerns that you may have. The complaints procedure is published on each schools’ website and a hard copy is made available to parents on request.

**Procedure for complaints received from parents/carers**

**Step 1**

The complaints procedure allows for complaints to be made and considered initially on an informal basis. If parents are unhappy with anything about the school, they are encouraged to talk to the teacher, most involved, by contacting the school to make an appointment. The teacher will not only try to address the concern but will report to a member of the Leadership Team and what action is being taken. A response from the teacher is expected to take place most often on the first day where a concern is raised but not exceeding two working days.

When a member of staff feels it necessary, they will invite the member of the Leadership Team to join the discussion. The Leadership Team member will not only try to address the concern but will report to the Head of School / Assistant Head so that he/she is aware of the concern and what action is being taken. A response from the Leadership Team member is expected to take place most often on the first day where a concern is raised and not exceeding two working days.

**It is hoped that most concerns will be resolved at Step 1.**

**Step 2**

On rare occasions, the concern cannot be resolved by the teacher and the member of the Leadership Team, or if the parent feels the situation has not been altered, then the parent should raise the issue directly and make a formal complaint in the first instance with the Head of School and then if necessary with the Executive Head Teacher by making an appointment. A formal complaint of this nature can also be made in writing and addressed to Mrs F Griffiths, Executive Head Teacher.

An initial response from the Head of School or the Executive Headteacher is expected to take place most often on the first day where a complaint is raised or within the next few working days.

**Invariably, matters can be sorted out satisfactorily in this way at Step 2.**

### **Step 3**

In exceptional circumstances, a parent may feel that his/her complaint has not been resolved through the above stages, in which case he/she may wish to pursue the matter further and more formally.

The parent should be informed that they should:

(a) Set out the concern, in writing, and address it to Mrs Emma Stephens Dunn, Clerk to Governors, c/o their child's school.

If, for some reason, the parent does not feel able to do so, he/she should contact the clerk who will produce a typewritten statement of the complaint for the parent to sign.

(b) Within fifteen working days of the written complaint being received there is provision for the establishment of a hearing before a committee appointed by the Chair of Governors of three people who have not been directly involved in the matters detailed in the complaint. The complaints committee then consider the complaint. The parent may be invited to the meeting if the governors decide that this would be beneficial. The parent will be kept informed at all times.

(c) The panel will make findings and recommendations and a copy of the findings and recommendations will be provided to the complainant and, where relevant, the person complained about and available for inspection on the school premises by the Chair of Governors and the Executive Headteacher.

Written records will be kept of all complaints, indicating whether they were resolved at the preliminary stage or whether they proceeded to a panel hearing.

Correspondence, statements and records of complaints are to be kept confidential. (Please note that this does not apply to the requirement of the school to provide parents and other interested parties with information about the number of complaints registered under the formal procedure during the preceding year, nor to inspectors conducting inspection under section 162A of the Education Act 2002, or to the Secretary of State, should they ask for access to such records).

### **Step 4**

Formal Complaint to the Department for Education (DfE)

The formal stage will be used if either:

(a) the complainant has complained to the Governing Body, is not satisfied with the outcome, and wishes to complain to the Department for Education (DfE)

*or*

(b) the complaint relates to something which is solely the responsibility of the Department for Education (DfE) and a complaint to the Governors would therefore not be appropriate.