



COMPLAINTS POLICY AND PROCEDURES

Rationale

Southsea School strives to provide a good education for all our children. We work hard to build positive relationships with all parents and carers and to resolve issues quickly and informally as they arise. However, the school is obliged to have procedures in place in case there are any complaints. The following policy sets out the process that the school follows in such cases.

Aims

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

The Complaints Process

1. If a parent/carers is concerned about anything at Southsea 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 staff work very hard to ensure that every 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 or well-being.
2. Where parents/carers 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 can make a complaint to the headteacher. This must be made in writing, clearly stating that it is a formal complaint.
The headteacher will arrange to meet the parents/carers to discuss the problem. They are welcome to take a friend or someone else with them if they wish. Following the meeting, the headteacher will conduct a full investigation of the complaint and may interview any members of staff or pupils involved. Parents/carers will receive a written response to their complaint. Most complaints are normally resolved by this stage.
3. If the parent/carers is still not satisfied with the response from the headteacher, or has a complaint against the headteacher, then a formal complaint can be made to the governing body. This complaint must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The parent/carers should send this written complaint to the Chair of Governors via the school address stating clearly that it is a formal complaint. The Chair of Governors will write to the complainant to acknowledge receipt of their written request for the governing body to review the complaint. The governing body must consider all written complaints within **fifteen working days** of receipt of this form. It will arrange a meeting to discuss the complaint, and will



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invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The Headteacher will also have the opportunity to respond to the complaint. The school gives the complainant at least **three days notice** of the meeting. After hearing all the evidence, the governors will consider their decision and inform the parent/carer about it in writing within **fifteen working days**. The governors do all they can at this stage to resolve the complaint to the parent/carer's satisfaction.

4. If the complaint is not resolved by the governors' complaints panel, a parent/carer is entitled to appeal to the Secretary of State for Education.

Review

This policy will be reviewed annually.
Reviewed and amended: March 2017