



# High Ercall Primary School

## Complaints Policy

(Note: This policy statement relates to complaints other than those about the Curriculum or Religious Worship for which a separate procedure has been established by the Local Education Authority and approved by the Secretary of State. Details of this separate special procedure are available from the school office should anyone wish to make a complaint curriculum or religious worship matters)

### WHAT IS A COMPLAINT?

The school considers a complaint principally to be an expression of grievance or dissatisfaction received from or on behalf of a parent or a member of the public regarding:-

- Action taken by or on behalf of the school
- Failure by the school or its staff or contractors to respond to a reported problem
- The standard of service (s) provided or discrimination in their delivery
- The policies of the school

### HOW TO MAKE A COMPLAINT

A parent or member of the public can make their complaint in the first instance either verbally or in writing to the Headteacher.

The school, if asked, will help anyone who would like assistance to set out their complaint including access to translation services where necessary.

### HOW ARE COMPLAINTS DEALT WITH?

It is hoped that the majority of complaints can be resolved informally either by raising them verbally, in person or on the telephone, or by putting them in writing, given or sent to the school. They can be discussed there and then or at a mutually agreed time and a satisfactory explanation given or resolution speedily implemented.

Complaints that cannot be resolved informally will be dealt with in accordance with the following procedures:

- An acknowledgement (or final response where possible) will be sent to the complainant within five working days.
- The complainant will be told the name and telephone number of the person dealing with the complaint.
- A full response will be sent within twenty school working days (i.e. school term days) or if a complete answer still cannot be given, the complainant will be told what is being done to investigate the complaint and how long this will take.
- The complainant will be told if their complaint has to be dealt with under a special procedure.

## **WHERE TO GO IF NOT SATISFIED WITH THE OUTCOME**

Complainants not satisfied with the outcome of their complaint dealt with by the Headteacher should write to:

The Chair of Governors - Mrs Jan Meredith  
c/o High Ercall Primary School, Church Road, High Ercall  
Telford, TF6 6AF

The Chair will arrange for the complaint to be looked into and where necessary arrange for the Governing Body's Complaints Committee to consider the matter. Even at this stage it is hoped that the complaint can be resolved informally and the appropriate Chairman will attempt to do this in the first instance if at all possible.

Thereafter, complainants still not satisfied with the outcome and who want to take the matter further outside the school can write to:-

The Secretary of State for Education and Skills  
Department for Education and Skills  
Sanctuary Buildings  
Great Smith Street  
Westminster  
London SW1P 3BT

Or online:

<https://www.gov.uk/complain-about-school/state-schools>

## **WHAT TO DO IF THE COMPLAINT IS ABOUT THE HEADTEACHER**

Complaints about the headteacher that the complainant cannot or does not wish to raise directly with the head should in the first instance be sent to the Chair of Governors who will arrange for the matter to be dealt with as set out in 4(i) above and consult with the LA area officer for advice.

## **MONITORING OF COMPLAINTS**

An anonymous analysis of all formal complaints will be reported to the Governing Body annually so that any necessary changes in the School's policies, practices or procedures can be considered and implemented.

## **STATEMENT FOR SCHOOL PROSPECTUS**

### **Complaints Procedure**

#### **Arrangements for Making Complaints about the Curriculum and Religious Worship**

Under Section 409 of the Education Act 1996 the Local Education Authority has established arrangements, approved by the Secretary of State, for dealing with formal complaints about the curriculum or any related matter to the Governing Body, the Local Authority or both.

Parents who want to find out more about this matter should contact the Head in the first instance.

#### **Other Complaints**

For all other complaints or concerns parents are encouraged to raise them initially with the class teacher, and then the Headteacher, who will be able to discuss them either there and then or at a mutually agreed time.

Should it not be possible to resolve any complaint or concern satisfactorily in this way, the complaint should be put in writing and sent or given to the Headteacher.

The school then promises to deal with your complaint as follows:-

- Formally acknowledge it within five school working days.
- Tell you the name and telephone number of the person looking into your complaint.
- Respond to it within twenty school working days or, if it is not possible to give you a complete answer, tell you what is being done to investigate and how long it is expected to take.
- Tell you if it has been dealt with under a special procedure.

If you not satisfied with the outcome of your complaint, you can write to the Chairman of Governors c/o the School who will arrange further consideration of your concerns.

Should you still not be satisfied and want to take the matter further, you will be informed of the next point of contact at that stage.