



Wallands

Reviewed 18.03.15

Complaints Policy for Parents and Carers of children at Wallands C P School

Introduction

Most concerns and complaints can be dealt with informally, by talking to the relevant person, usually your child's class teacher. Staff at Wallands are always willing to talk to you and take your concerns seriously.

The headteacher has an open door policy, and you can always talk to her, either by dropping in or by making an appointment. If you are not satisfied with the outcome of your discussion with a member of staff, try talking to the headteacher.

Wallands' aim is always to resolve any concerns or complaints as quickly and sensibly as possible without the need for formal procedure.

As it is difficult for anyone to investigate matters that are out of date, please raise issues promptly.

If you have not been able to resolve an issue informally, you may wish to use the formal complaints procedure.

Formal Complaints Procedure

The aim of the formal procedure is to resolve complaints swiftly and fairly within a set time table. The school will record all formal complaints and their outcomes.

Stage 1

You make a formal complaint to the headteacher. Wherever possible, please make this in writing on a standard school complaints form, obtained from reception. You may just talk to the headteacher if you wish, making it clear that you are now making a formal complaint.

The headteacher will acknowledge your complaint by writing to you within 5 school days. She will send you a written response within 15 school days except in exceptional circumstances, by which time she will have fully investigated your complaint.



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Stage 2

If you are not satisfied with the headteacher's response, or if your complaint is about the headteacher, you can make a written complaint to the Chair of the Governors (via the School Office and marked 'Confidential'). You should explain your complaint in detail, detail who you have already spoken to and the date, explain why you are not satisfied with the headteacher's response, and set out what you want to achieve from your complaint.

The Chair of Governors will acknowledge receipt of your written complaint within 5 school days. They will interview the headteacher and possibly others and fully review your complaint. They will then provide a written response within 15 school days.

Stage 3

If you are not happy with the response of the Chair of Governors, you may have to accept that you will not achieve the outcome you want, but that your complaint has been carefully considered. However, if you have grounds to believe that your complaint has not been properly investigated by the Chair of Governors, or that the Chair has not properly followed this Complaints Procedure, you may write again to the Chair of Governors requesting that your complaint be investigated by a 'Complaints Panel'.

The Complaints Panel will comprise three governors, and will not include the Chair of Governors. The Panel will not fully reinvestigate your complaint, but will consider whether or not the Chair has properly investigated the complaint.

To initiate Stage 3 you should write to the Chair of Governors (via the School Office and marked 'Confidential') setting out why you are dissatisfied with their investigation and again stating what you want to achieve from your complaint. The Chair will acknowledge your further complaint within 5 days. The Panel will meet between 12 and 20 days from receipt of your letter. They will consider all the Chair's paperwork and will interview relevant people. You will be offered the opportunity to meet the Panel. The Panel will write to you with their decision within 5 school days of the hearing.

If the Panel decides the complaint has not been properly investigated, it may come to a different conclusion from the Chair, or it may appoint a separate governor to investigate the complaint afresh.



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Further recourse

If you are dissatisfied with the outcome of the Panel hearing, you can complain further, but only on limited grounds. You can write to the Secretary of State for Children, Schools and Families, who may intervene if they feel the governing body has acted unreasonably.

Secretary of State for Children, Schools and Families
Sanctuary Buildings
Great Smith Street
London SW1P 3BT

You can also write to the Local Government Ombudsman who will only investigate if they believe there is an issue of maladministration.

Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH

Phone: 0845 602 1983
Email: advice@lgo.org.uk

The Complaints Panel decision letter will give you details of how to contact these bodies.

Although the school will make every attempt to resolve every concern and complaint, and will apologise where appropriate and take necessary action where appropriate, there will be rare occasions where you will not be able to reach agreement.

In carrying out this complaints procedure the staff and governors of Wallands School will have regard to, but not be bound by, the relevant parts of the East Sussex Guidance on Complaints.



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Complaints Form

Please complete and return to the School Office.

Your Name:	
Pupil Name:	
Your relationship to the pupil:	
Address:	
Day time telephone number: Evening telephone number:	
Please give details of your complaint	
What action, if any, have you already taken to try and resolve your complaint? (Who did you speak to and what was the response?)	
What actions do you feel might resolve the problem at this stage?	



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Are you attaching any paperwork? If so, please give details.

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Signature:

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Date:

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For School Use

Date acknowledgement sent:

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By who:

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Complaint referred to:

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Date:

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