



Policy for the Management of Complaints

Aims: *To ensure that complaints are listened to sympathetically and treated with fairness and understanding.*

To deal promptly and effectively with any issues that arise from a complaint.

We are committed to an "Open Door" culture of full and open partnership with Parents. These good channels of communication ensure that issues of concern are managed effectively and prompt action taken in the early stages.

Parents are encouraged to bring their children into the classroom on a daily basis and to take every opportunity of talking with the class teacher. Many small issues causing anxiety will be dealt with very effectively at this level and the Headteacher will be informed as part of working communication. If a more formal complaint is received through this channel, the class teacher will immediately refer the matter to the Headteacher who will thereafter assume management of the situation.

The Headteacher is normally available for short interviews on a fairly immediate basis. If the situation is such that a longer time is needed, or the Headteacher is unavailable, an appointment will be made for the earliest mutually convenient time. We aim for this to be within twenty-four hours.

Any complaint received by the Headteacher will be treated in the strictest confidence and immediate action taken to investigate and/or address the issues raised. If the complaint is judged to be serious, the Chair of Governors will be informed immediately. All complaints are shared with the Chair of Governors during routine meetings. If the complaint relates to the Headteacher, the issue can be referred directly to the Chair of Governors.

Depending on the individual circumstances, solutions and/or actions may be agreed with the complainant. It is always our intention that people should feel they have been listened to and their opinions valued, even if circumstances prevent any noticeable actions being taken immediately. We aim to resolve issues very promptly and seek for any situation causing anxiety to be resolved (or a satisfactory Action Plan agreed) to the satisfaction of all parties within fourteen days.

In the unlikely event of a complainant feeling that a situation has not been resolved, or that the complaint the issue can be referred directly to the Chair of Governors, who will seek to resolve the situation to the satisfaction of all concerned.

This Policy has been drafted in accordance with the Best Practice Guidance for School Complaints 2016.

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