

## Great Massingham and Harpley C of E Primary Schools Federation Complaints Procedure

Your views are welcomed. In the spirit of true partnership between home, school and the community you are encouraged to talk to us if you have any concerns. Schools aim for high standards but sometimes things happen where expectations are not met.

### **What is a complaint?**

A complaint is an expression of dissatisfaction or disquiet which may be about an event that has happened, failed to happen or the way in which something was handled.

The vast majority of concerns can be resolved informally. It is in everyone's best interests that complaints are resolved at the earliest possible stage. This can usually be achieved through discussion and good communication. However, if you are not satisfied with the outcome, a formal procedure (as outlined in this policy) would then need to be followed when attempts to resolve the issue are unsuccessful.

The procedure described does not include complaints covered by a separate statutory procedure, for example: complaints about the National Curriculum; school admission decisions; statutory assessments of Special Educational Needs (SEN); school re-organisation procedures; matters likely to require a Child Protection investigation; pupil exclusions decisions; whistleblowing; staff grievances and procedures; complaints about services provided by other providers who may use school premises or facilities.

Schools have their own policies that have been agreed by their governing body. You should check which policy is relevant to your concern before proceeding with a complaint.

For complaints to be investigated fully you need to give full information and not make them anonymously.

### **What is the Formal Complaints Procedure?**

A brief outline of our Federation procedures is outlined in our school brochure as follows:

**'We hope the school's 'open door' policy allowing parents and staff to speak on a daily basis about issues and concerns means there will be no need to use a formal complaints procedure. However, all schools are required to have a complaints procedure and policy.**

**Parents having complaints about the following;**

- **school curriculum**
- **religious education**
- **implementation of the National Curriculum**
- **or any other matter relating to the school should take the following steps:**

**1. Speak to the class teacher.**

If you are not satisfied with the outcome of this meeting.....

**2. Speak to the Headteacher.**

If you feel the problem has still not been resolved.....

**3. Speak to the Chair of Governors**

In the unlikely event that we have not been able to resolve the problem in school you should .....

**4. Contact Children's Services at County Hall Tel: 0844 800 8001**

**If you really feel something is bothering you or your child (however trivial or serious) PLEASE come in and speak to us. You are welcome to talk to any member of staff if you have concerns. We don't mind listening to grumbles!**

**Please remember if we don't know about  
a problem we can't put it right!**

The above is a brief summary of the procedure. The Governing Board, in recognising the need for a complaints procedure, has adopted the Local Authority Code of Practice. Copies of this and a guide to parents are available from each school or from the Local Authority, should you need them.

The Federation schools hope that issues that occur will be resolved before reaching the formal stage but, if issues do remain unresolved, this can become a formal complaint. If this is the case, a formal letter will be written to the Head Teacher unless there is a specific concern about the Head Teacher, in which case a formal letter is written to the Chair of Governors, at the school address, marking the letter 'urgent, private and confidential'.

Last updated November 2018

Signed by Chair of Governors 7/11/18

