



Featherby Federation

Complaints Policy

Written: ...January 2017.....

Approved by Governors:

Review Date: ...December 2018.....

Complaints Policy

Introduction:

We believe that both schools in the Federation provide a good education for all our children, and that the executive Headteacher, Heads of School and other staff work very hard to build positive relationships with all parents. However, all schools have to have procedures in place in case there are complaints by parents. The following policy sets out the procedure the both schools in the Featherby Federation follow in such cases. It is a Federation Policy to ensure there is a consistent approach for parents across both schools.

We deal with all complaints in accordance with procedures set out by the Local Authority. If the school cannot resolve any complaint itself, those concerned can be asked the Local Authority to intervene

Aims and Objectives:

The Federation aims to:

- Be fair, open and honest when dealing with any complaint
- Give careful consideration to all complaints and deal with them as swiftly as possible
- Resolve any complaint through dialogue and mutual understanding
- Put the needs of the child above all other issues
- Provide sufficient opportunity for any complaint to be fully discussed and then resolved

Stages to Follow:

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher as soon as possible.

The intention is that any issue is resolved at the earliest opportunity. If this is not successful, the complaint should pass through the following formal stages:

Stage 1:

- If a parent is not happy with the initial conversation with a teacher, they need to make a complaint to the teacher they have been dealing with. This can be done by writing a letter* or requesting a meeting with the teacher. Notes will be taken at this meeting.
- Written acknowledgement of the complaint will be received within 3 working days and a response within 10 working days.
- If the complaint cannot be resolved within the timescale, the parent will get a letter explaining why not and giving a new deadline for a full response

Stage 2:

- If a parent is unhappy with the outcome of Stage 1 or feels the complaint has not been resolved, a letter* should be written to the Head of School or an appointment should be made to see them. Notes will be taken at this meeting
- Written acknowledgement of the complaint will be received within 3 working days and a response within 10 working days.
- If the complaint cannot be resolved within the timescale, the parent will get a letter explaining why not and giving a new deadline for a full response
- Most complaints are normally fully resolved by this stage

Stage 3:

- If a parent is unhappy with the outcome of Stage 1 and 2 or feels the complaint has still not been resolved, a letter* should be written to the Executive Head or an appointment should be made to see them. Notes will be taken at this meeting
- Written acknowledgement of the complaint will be received within 3 working days and a response within 10 working days.
- If the complaint cannot be resolved within the timescale, the parent will get a letter explaining why not and giving a new deadline for a full response

Stage 4:

- If a parent is unhappy with the outcome of the previous Stages or feels the complaint remains unresolved, a letter* should be written to the Governing Body via the Chair of Governors. This letter should state the nature of the complaint, how the school has handled the complaint so far and why the parent remains unsatisfied.
- The complaint will be fully reviewed and a response will be sent within 15 working days. If the complaint cannot be resolved within the timescale, the parent will get a letter explaining why not and giving a new deadline for a full response
- If the Chair of Governors feels it will help to resolve the complaint, they may call a panel of Governors together to hear the complaint and decide what action to take. This hearing will take place within one month, at a time that is mutually convenient

**A template for a letter is available from the school office if required*

Stage 5:

- If a parent feels the complaint remains unresolved, they may make representation to the Local Authority. Further information about this process is available from the Local Authority.

Further Action:

- If a parent has raised their concerns with the school, the Governing Body and the Local Authority and still remain dissatisfied, OFSTED may be able to consider your complaint. You can contact the OFSTED help desk on 08456 404045 or email enquiries@ofsted.gov.uk
- All parents have the right, as a last resort, to appeal to the Secretary of State for Education if they still feel that their complaint has not been properly addressed.

Statutory Complaints:

Some complaints come outside the scope of the Federation's own complaints procedures and are shown below. These are matters where there are already specific processes in place and should be referred to the relevant section of the Local Authority

Admissions:

Medway Local Authority has responsibility for the admissions to Community and Controlled Schools. Any appeals or complaints should be referred to the admissions team. Admissions to Aided and Foundations Schools should be dealt with by the diocese and/or Governors. Both Schools in the Featherby Federation are Community Schools

Child Protection and Safeguarding:

Child Protection Issues regarding pupils arising in schools are managed by the Designated Teacher and the Head of School or Executive Head and will normally be referred to the relevant integrated area team for investigation of the family circumstances. The school's prime responsibility is to trigger the appropriate procedure through the Local Authority and the school must not attempt to investigate the issues independently

The Curriculum and Religious Worship:

Complaints about the curriculum should initially be considered by the Governing Body. If the complaint is still not satisfied after this, or it is felt that the Local Authority or Governing Body has acted 'unreasonably' or failed to discharge a statutory duty in relation to the school curriculum or religious worship, reference should be made to Medway's advisory team in the first instance

Exclusions:

Governing Bodies are required to set up an exclusion committee to consider exclusions. Guidance for procedures have been issued by the Department for Education
www.dfe.gov.uk/exclusions/guidance