

# Liss Infant School

## Complaints Procedure

### **Introduction**

Our Home/School Agreement encourages parents, children, and staff to work closely together and to share their thoughts and views, and we hope that any concerns can be swiftly and effectively addressed in an informal way.

If a parent or member of the school community has any concerns, they can speak to the class teacher or Headteacher, and the Chair of Governors is also always contactable if necessary.

If this informal approach is not appropriate in resolving a concern, then a formal, 3-stage complaints procedure comes into effect.

### **Stage 1: Approaching the Headteacher**

The complainant should write to the Headteacher giving details of the concerns and enclosing any appropriate paperwork along with the complaint form obtainable from the School Administrator.

For efficiency in communications, any correspondence or materials forwarded by email to support the process will be treated as submissions in writing, and retained as original documents.

The school will respond in writing within 5 school days. If it is necessary to conduct an in depth investigation the Headteacher will acknowledge this and prepare a response within 20 school days.

Following any meeting with the complainants the Headteacher will summarise the main points of the meeting in a follow up letter in order to ensure that all parties have a clear record of progress or agreements.

**Note:** If the complaint is about the Headteacher, then the form should be completed and sent to the Chair of Governors who will observe the same timeline. Should the complainant remain dissatisfied the process moves immediately to Stage 2.

## **Stage 2: Approaching the Chair of Governors**

Unless already done within the first stage, the complainant should forward copies of the original issue together with any further details to the Chair of Governors only, who will formally log the complaint, and keep the matter in confidence.

The School Administrator or Clerk of Governors will assist in the process if necessary.

The same time scales for acknowledging and responding will apply. The Chair of Governors rôle at this stage is now to work with the Headteacher in order to resolve the complaint.

If, after the involvement of the Chair of Governors, the complainant believes the issue is still unresolved, he or she may appeal to the wider governing body, and the process moves to Stage 3.

## **Stage 3: Appealing to the Governing Body**

The complainant must put their appeal in writing to the Clerk of the Governing Body, with the reasons why they are still dissatisfied.

The Clerk of Governors will convene an Appeal Panel of 3 Governors who will have had no prior involvement in the matter. The complainant will be invited to attend the meeting and the Clerk of Governors will inform the complainant in writing of the panel's decision within 2 school days following the meeting.

### **Panel Procedures**

The complainant may ask a relative or friend to accompany him/her to the appeal hearing itself.

The Chair of Governors will not be a member of the Appeal Panel, and the Headteacher will only take part in the process if called to give their view of the issue at hand.

Where the issues relate to delegated responsibilities, the Governors' Appeal Panel can reconsider the matter, along with any further information which was not previously taken into account.

Where the complaint relates to perceived unreasonable action or decision-making by the Headteacher, the Panel will only have the power to review the decision and not to consider the matter afresh.

If the complainant is still dissatisfied with the outcome, there is no further procedure that can be followed within the school, and he or she may then contact the Complaints Advisor at Hampshire County Council for further advice.

The final recourse for the complainant is to write to the Secretary of State for Education.

Last Review: May 2016

Next Review: April 2018

