

COMPLAINTS POLICY and PROCEDURE

Original Dated	This Review	Next Review
May 2014	April 2016	April 2018

Procedure for handling complaints

The procedures within this policy and the timelines within are the same for complaints from people who are not parents of attending pupils.

1. Informal Stage

The vast majority of concerns that parents and carers raise with staff can be resolved quickly. It is in raising such concerns that vital information is shared for the benefit of our children. However, having raised a concern, very occasionally parents may feel unhappy with either the subsequent action by staff or by the results of that action. In this instance, the school has a procedure that parents can follow. This is explained below.

Formal Complaints

A complaint should be dealt with in the first instance by the member of staff that has direct responsibility for the matter in question. This will usually take the form of a meeting with the complainant as soon as possible but within 5 working days.

If the complainant is not satisfied with the outcome of this discussion, or if subsequent action is unsatisfactory, the matter should be taken to the Principal or Deputy Principal. The Principal or Deputy will discuss the matter with staff previously involved in the process whilst they investigate the complaint. The Principal or Deputy will determine the course of action to be taken and relate this to all parties.

2. Formal Stage

If the complainant is still dissatisfied with the action taken then the complaint must be made in writing to the Principal, who will respond to the complainant in writing within 5 working days. At this stage it is likely that the Principal will inform the Chair of Governors of the complaint and action taken in dealing with the matter.



If the Principal's response is unsatisfactory to the complainant it will be referred to the Chair of the Governing Body. The Chair will conduct his or her own review of the matter, and take action accordingly, and respond in writing within 5 working days of the referral.

3. Panel Hearing Stage

Should the complainant still be unhappy with decision or actions taken, the Governing Body has a designated 'Complaints Committee'. This committee comprises three Governors (not including either the Chair of Governors or the Principal) and one member who is independent of the management and running of the academy, to ensure that full impartiality can be maintained. The committee will inform the complainant of its operating procedure, address the matter, and inform each party of its decisions and action to be taken. A meeting will be convened within 10 working days. The complainant must be allowed to attend and be accompanied at a panel hearing if they wish.

The complainant must be kept informed at all times over decisions and the reasons for these, as well as any proposed action within 2 working days. Where the Governing Body's response has failed to satisfy the complainant then the complaint can be made via the school complaint form from the Education Funding Agency. The school will provide details for parents on request.

The procedure outlined follows the guidance document 'Putting in a Complaints Procedure' – published by the Education Funding Agency September 2013.

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