Emscote Infant School and All Saints' CofE Junior School

COMPLAINTS PROCEDURE

(COMMUNITY AND VOLUNTARY CONTROLLED SCHOOLS)
Date of Publication: January 2019
Next Review: January 2020

Signed:
Executive Headteacher

Signed:
Chair of Governors

Introduction

1. These procedures apply to the majority of Community and Voluntary Controlled Schools.
2. Schools in Warwickshire are proud of the relationship they have with parents and other members of the community. Unfortunately, from time to time, concerns or disagreements can arise.
3. Your query may concern the curriculum for which the governors have important responsibilities. On the other hand, it may involve things for which the Local Authority is responsible. You may just have a concern about a particular incident which you understand has happened at the school.
4. Whatever the issue, the important thing is to talk to someone at the school as soon as you can. It may be all that you need to do to solve the problem. If you are still unhappy after that, this document tells you how you can take the matter further. It tells you what will happen and whom to contact.
5. Problems are more easily resolved if they are raised as soon as possible after something has happened. The formal procedure only covers complaints about incidents which have happened in the previous three months. This may not apply if there are obvious reasons why the incident could not have been taken up earlier.
6. There are some complaints that cannot be followed up through these procedures. Separate procedures exist for complaints, for instance, on staff conduct, admission to or exclusion from school, statements of special educational need, and on religious education and collective worship. If you take your concern informally to the school first, the headteachers can advise you if it is a matter which will be dealt with in a different way.

Informal Stage: Stage 1

7. If you have a query, discuss it with your child's class teacher in the first instance. If you still require further information or action the next stage is to speak to the associate headteachers (EYFS/Y1, Y2/3, Y4,5,6). If it remains unresolved, please do contact the school's Executive Headteacher. She will either respond immediately or as soon as they have the necessary information. You will be given a date by which they will get back to you.
8. If you contact a member of the school's governing body they will ask you to contact the Headteachers or the appropriate member of staff. This is to help you start at the right place and leave the governors free to possibly be involved at a later stage.
9. The Headteachers may suggest that you talk to a Local Authority officer on 01926 42256.

Formal Stage: Stage 2

10. Most complaints will have been resolved by this stage. If you are still unhappy the next step is to make a formal complaint to the governing body.
11. You can write a letter or use the form at the end of this booklet to record your complaint.
12. You should send your complaint to the school's Chair of Governors. You may wish to keep a photocopy of the letter to use later.
13. The Chair of Governors or a nominated Governor will review the complaint to be certain that the matter has been dealt with at Stage 1.
14. Your complaint will be acknowledged and you will be asked to suggest dates and times for a hearing. You will be given the opportunity to supply further information in writing at least 5 school days before the hearing.
15. The Clerk to the Governors will confirm in writing the time, date and venue for the hearing. You may take a friend or representative with you as well as an interpreter, should one be required.
16. Four school days before the hearing the Clerk will send you any papers submitted for the consideration of the Panel including the original complaint.
17. At the hearing the Chair of the Panel will introduce the Panel members to you and remind you of the following process for the hearing.
18. An opportunity for you to speak to the Panel about your complaint.
19. The Governors on the Panel may ask you questions about what you have said or written.
20. You will be invited to make a final comment and indicate how you might hope the matter would be resolved.
21. You will then be free to leave the school.
22. The Panel will invite the Headteachers to join them in order to outline the school's position.
23. The Governors on the Panel may ask the Headteachers questions about what has been said or put in writing.
24. The Headteachers will have an opportunity to make a final statement.
25. The Headteachers will leave the Hearing.
26. The Panel will discuss what they have heard and reach a decision.
27. The Chair of the Panel will write to you and the Headteachers within three school days of the Hearing to let you know the outcome.
28. The letter from the Chair of the Panel will tell you how to proceed if you are not satisfied with the outcome.

The Local Authority Stage 3

29. If you are not satisfied with the outcome of the hearing at the school you may send your complaint to the Children, Young People and Families Directorate of Warwickshire County Council.
Please note that if the complaint has been reasonably considered, with appropriate responses offered, the Local Authority is not able to re-investigate the original complaint, nor can it seek to substitute its own judgement for that of the governing body.
30. Address your complaint to the Complaints Officer, Children, young People and Families Directorate, Saltisford Office Park, Ansell Way, Warwick, CV34 4UL, within 20 working days of receiving the letter from the governors.

31. You should enclose a copy of your original complaint and any other papers. If you want to discuss your complaint you can contact the Complaints Officer (01926 742256). The Complaints Officer will write back telling you the arrangements to deal with your complaint. The complaint will normally be investigated within 20 school days.

The Secretary of State Stage 4

32. If you are still not happy, you can address your complaint to the Secretary of State, Department for Education and Skills, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT. You should put your complaint in writing and enclose copies of your original complaint and any other relevant papers.
33. The Secretary of State will inform you of how your complaint will be handled.

Complaint Form

When you have filled in this form take it to the school or send it to the chair of the school's governing body (staff at the school will tell you what address to use) marking the envelope PRIVATE AND CONFIDENTIAL.

Please use black ink if possible. Please continue on a separate sheet of paper if necessary.

1. Child's name (if applicable) ……..

2. Address ……..
……
……Post Code …….

3. Telephone number: at home …….
at work ……..

If you do not have a telephone but a friend or neighbour is prepared for their number to be used please provide their name and number.
Friend/neighbour's name ……..
Telephone number ……..

4. Name of school ……..

5. Brief details of the problem ……
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6. To what date or period of time does your complaint relate?
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7. To whom have you already complained informally and when?
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8. Please give details of any more information you have to back up your complaint, such as letters and reports. If you cannot send photocopies, please send the original paper, which will be photocopied and returned to you.
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9. Do you have a solution that you wish to suggest?
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Signed ……. Date ……