



FIG TREE PRIMARY SCHOOL

COMPLAINTS POLICY

Policy Name	Complaints Policy
Version	2
Date of Issue	Aug 2019
Next Review	When required
Owner	Head Teacher
Approved by	Nazia Raza

Introduction:

The majority of issues raised by parents, the staff or pupils, are concerns rather than complaints. Fig Tree Primary is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the School's formal complaints procedure. For the School to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated.

The prime aim of Fig Tree Primary School's policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school.

The following details outline the stages that can be used to resolve complaints.

Fig Tree Primary School's Policy has three main stages.

In summary they are as follows: -

- Stage 1 – A concern is raised informally with a staff member.
- Stage 2 – Complaint is heard by Head teacher.
- Stage 3 – Complaint is heard by Governing Body's Complaints Appeal Panel.

Stage 1 – Raising a concern (Informal Action)

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents first contact their child's Class Teacher or the school office. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to the school within 10 school working days and state what you would like the school to do. The school will then look at your complaint at the next stage.

Stage 2 – Complaint heard by Head Teacher

Formal complaints shall be put in writing and addressed to the Head Teacher. The complaint will be logged, including the date it was received. The school will normally acknowledge receipt of the complaint within 2 school working days of receiving it. In many cases this response will also report on the action the school has taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 school working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at stage 2 please write to or call the school within 10 school working days of getting our response.

The Head Teacher investigates further, interviewing witnesses as appropriate. If the complaint centres on a pupil, the pupil would normally be interviewed with a parent present or, if this is not possible, with a member of staff who is not directly involved.

Once all relevant facts have been established, the Head Teacher responds. If the complainant is not satisfied, they are advised to write to the governing body. If the complaint is against the Head teacher, the Stage 2 procedures are carried out by the Chair of the Governing Body.

Stage 3 – Complaint heard by the Governing Body’s Complaints Appeal Panel

If the matter has still not been resolved at Stage 2, then you will need to write to the Chair of Governors giving details of the complaint. The Chair or a nominated Governor will convene a complaints panel of at least three people who have not been part of the previous panels. It is the responsibility of the Chair of the Committee to ensure that the meeting is properly noted. After the meeting, the Committee will consider the evidence and a written decision will be sent to the Head Teacher and the complainant within 15 working days.

Note:

- Parents are welcome to attend the stage 2 and 3 panel hearings and can be accompanied by anyone they so choose.
- All the records will be kept in school office.
- All records will be kept confidential.
- We inform parents and the wider community as to how many formal complaints have been made in each academic year.