



St Blasius Shanklin C of E Primary Academy

Complaints procedure policy

Adopted by the Leadership team - July 2013

Amended and Ratified by the Local Governing Board (on behalf of the Portsmouth and Winchester Diocesan Academies Trustees) - September 2013

Signed Chair of Governors _____

Date _____

To be reviewed- July 2014

Complaints Procedure

Aims

St Blasius C of E Primary Academy is committed to encouraging the involvement of parent/carers in their children's education and in the Academy community.

We welcome suggestions for improving our work. If you have a concern or complaint, please let us know as soon as possible. It is difficult for us to investigate properly any incident or problem which has happened some time ago. The following steps are intended to provide guidance to help parent/carers with the process.

Step 1 - Who should I talk to?

Most concerns or complaints can be sorted out quickly by speaking to your child's class teacher. The teacher has knowledge of both your child and events in Academy, and is often best placed to help.

You are always welcome to come into Academy, having arranged a suitable time with the teacher, to discuss your concerns or problems. Matters raised will be treated in confidence, but the teacher may have to make further enquiries in order to resolve a problem. All teachers will undertake this with care and sensitivity, which is true for any investigation at any time in Academy.

We hope we can resolve any problems informally. We will make sure that we understand what you feel went wrong and will explain our own actions to you. We will ask what you would like the Academy to do to put things right and explain what we intend to do. Of course this does not mean that in every case you will be satisfied with our response, but it will help us all to understand the situation. It may also help to prevent a similar problem arising again.

Step 2 - What if it is difficult to talk to the Class Teacher or your concern has not been resolved by the Class Teacher?

Sometimes you may feel that approaching your child's teacher could be awkward, especially if the matter you wish to discuss may affect a member of staff. If this is the case, or if talking to the teacher on a previous occasion does not seem to have resolved a particular problem, you should seek help from the Principal. The Principal has responsibility for the day to day running of the Academy and will recognise that situations like this can be difficult and sensitive. You can expect the Principal to take the appropriate steps to follow up your concerns, and to discuss the outcome with you. Obviously some time needs to be allowed for this to take place, but in most cases the Principal will contact you again within 2-3 working days.

Step 3 - Can I talk to someone who is independent of the Academy staff?

It is always possible to approach an Academy Governor with a concern, however Governors will always encourage you to approach the Principal first, if you have not already done so. This is because the Principal is responsible for the day to day running of the Academy, and is therefore best placed to follow up and deal with concerns. The Governor will support you in doing this, if you feel that this may be helpful, or alternatively you may wish to ask a friend to help you with this.

Each of the situations above is an example of how concerns may be addressed informally. The process is usually a verbal one, involving parent/carers, a member of staff, or the Principal. Concerns are always investigated and agreed actions followed through.

Formal Complaints

If an informal approach does not affect a satisfactory outcome, or if parent/carers feel that a concern is too serious to be dealt with informally, then the formal complaint procedure can be initiated.

(i) Formal complaints need to be made to the Principal in writing.

Formal complaints will be acknowledged as soon as they are received, investigated fully and a written response communicated of outcomes (normally within ten working days).

Records concerning a formal complaint, the investigation and its outcome will be kept by the Principal in a confidential complaints file separate from the pupils' individual files.

(ii) If the complaint relates to the Principal, it needs to be made in writing to the Chair of the Governing Body.

The Chair of Governors may, in the first instance and with your agreement, attempt to resolve the matters at issue by a process of conciliation but, where you and he/she deem this either not appropriate or not likely to succeed, complaints or appeals about the action or decision of the Principal will be referred to a Governors' Panel appointed by the Chair of Governors. The Panel will conduct a full investigation, including either a hearing or interviews with those involved.

The Panel will consist of at least three people who have not been directly involved with the matters detailed in the complaint, two of whom will normally be governors and one of whom is independent of the management or governance of the school. If you choose, you may be accompanied at any hearing or interview by a friend (although legal representation is not usually either necessary or appropriate). After considering the evidence, the Panel may make findings and/or recommendations about your complaint. You will receive a written response to your complaint within fifteen working days. Copies of the Panel's response will be provided to any person complained about and will be available on the school premises in the confidential complaints file for inspection by the Principal and the Chair of Governors.

Number of Formal Complaints received since the Academy opened in September 2013 = nil