



Woodgrange Infant School **Raising concerns and resolving complaints**

We are a school which is constantly seeking to improve and which welcomes feedback. From time to time parents, and others connected with the school, will become aware of matters which cause them concern. To encourage resolution of such situations the Governing Body has adopted a "Complaints Procedure".

The procedure is devised with the intention that it will:

- Usually be possible to resolve problems by informal means
- Be simple to use and understand
- Be non-adversarial- no one will be penalised for making a complaint
- Be confidential
- Allow problems to be handled swiftly
- Address all the points at issue
- Inform future practice so that the problem is unlikely to recur
- Record complaints in writing together with action taken and outcomes

Complaints procedure

Stage 1 Talk to the teacher

First of all make an appointment to see the class teacher. The class teacher will know your child well and may know the details of any incident about which you may have a concern. Please do not try to see the teacher either before or during the school day when they are teaching, preparing lessons or taking the register.

If the complaint is about a class teacher then complaints should be raised with the Complaints officer- the Deputy Head Teacher- who will investigate the issues raised and respond within 5 days.

Should the complaint not be resolved at this stage then we move to more formal proceedings

Stage 2 Complain in writing to the Headteacher

(Complaints form available from the school office)

Complaints should include the details of why they are dissatisfied about the previous stage and what action they would like to resolve the complaint.

The Headteacher will acknowledge the complaint within 5 days and, within 20 days, will set out the actions taken to investigate the complaint and the findings of the investigation.

If the complaint is about the Headteacher the complaint is made to the Chair of Governors.

Should the complaint not be resolved at this stage (2)

Stage 3 – Complain in writing to the Chair of Governors (via the school office)

Complaints should include the details of why they are still dissatisfied about the previous stage and what further action they would like to resolve the matter.

The Chair of Governors will acknowledge the complaint within 5 days and, within 20 days, will set out the actions taken to investigate the complaint and the findings of the investigation

Should the complaint not be resolved at this stage (3)

Stage 4 – Complain in writing to the Governing Body (via the school office)

This is the final stage of the process.

Complaints should include the details of why they are still dissatisfied about the previous stage and what further action they would like to resolve the matter.

The complaint will be acknowledged within 10 days.

The complaint is considered by a panel of Governors who are independent and impartial. The panel will decide the appropriate action to be taken to resolve the complaint either through examining the written evidence or through meeting the complainant.

The panel may:

Dismiss the complaint

Uphold the complaint

Recommend changes to school systems or procedures to ensure that similar do not occur.

A letter will be sent to the complainant within 20 days of the panel.

This exhausts the procedure. If the complainant is dissatisfied with the process they are able to contact

The Secretary of State for Education

The school complaints unit

Department for Education

2nd floor Piccadilly Gate

Manchester M1 2WD

The unit will examine if the school complaints processes were followed but will not reinvestigate the substance of the complaint.