

Ringway Primary School Complaints Policy

The Future starts here

Our aim is to provide the foundations for a positive future for our pupils.

A future where pupils learn to stay safe, to understand the importance of a healthy lifestyle , and to enjoy all they do.

A future where they are money smart & make a positive & respectful contribution to their culturally diverse community - at a local, national & global level.

A future where they aspire to be the best they can be & achieve their full potential.

Created May 2015 to be reviewed 2018

Signed C of Gov.....

Headteacher.....

RINGWAY PRIMARY SCHOOL

COMPLAINTS POLICY

1. INTRODUCTION.

- 1.1 We believe that our school provides a good education for all our children and that the Head Teacher and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints made by parents. The following policy sets out the procedure that the school follows in such cases.
- 1.2 If any parent is unhappy with the education that their child is receiving, or has any concern related to the school, we encourage that person to talk to the child's class teacher immediately.
- 1.3 We deal with all complaints in accordance with procedures set out by the Local Authority. If the school cannot resolve any complaint itself, those concerned can ask the Local Authority to intervene.
- 1.4 All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they feel that their complaint has not been properly addressed.

2. AIMS AND OBJECTIVES.

- 2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in every instance, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3. THE COMPLAINTS PROCESS.

- 3.1 If a parent is concerned about anything to do with the education that we provide at our school, they should, in the first instance, discuss the matter with their child's teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's

progress. If the complaint is about the behaviour of a pupil the parent needs to make an appointment to see the Deputy Headteacher who leads on Behaviour issues.

- 3.2 Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Deputy Head Teacher if it is regarding behavioural issues. If the complaint is about any other issues they should see the Headteacher. The Head Teacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.
- 3.3 Should a parent have a complaint about the Head Teacher, s/he should first make an informal approach to the Chair of the Governing Body, who is obliged to investigate the complaint. The Governor in question will do all s/he/they can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.
- 3.4 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Governing Body. Before this the parent should try the IAS - Information Advice & Support for parents run by the local authority 0161 209 8356.
Parents@manchester.gov.uk
- 3.5 If it is still not resolved a complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Governors.
- 3.6 The Governing Body must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint and invites the person making the complaint to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days notice of the meeting.
- 3.7 After hearing all the evidence, including that of the Head Teacher, the Governors consider their decision and inform the parent about it in writing.
- 3.8 If the complaint is not resolved, a parent may make representation to the Local Authority. Further information about this process is available from the school or from the Local Authority. A further

meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

3.9 If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

4. MONITORING AND REVIEW.

4.1 The Governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head Teacher logs all complaints received by the school and records how they were resolved, Governors will examine this log on an annual basis.

4.2 Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

Summary of Complaints Procedure

At Ringway we work positively with our parents and work hard to solve any problems they may have.

Stage 1. If there is an aspect of your child's education which you are unhappy with please make an appointment by telephone or in person - before or after school - to see the class teacher. (Please do not wait until 8.55 when they need to bring the children in.)

Stage 2. If your complaint is about behavioural issues please make an appointment to see the Deputy headteacher who leads on behaviour issues. Please use telephone or come in person - do not email.

Stage 3 If your complaint is not resolved please make an appointment to see the Headteacher.

Stage 4 if your complaint is still not resolved you can contact IAS Information & advice & support for parents on 0161 209 8356

Stage 5 If your complaint is still not resolved you can make a formal complaint in writing to the governing body explaining your complaint in detail & being specific.

We are happy to say that most complaints are settled at stage 1 or 2.