



Lemington Riverside Primary School

Complaints Policy

Introduction

We believe that our school provides a good education for all our children, and that the 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 by parents. The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to make an appointment to discuss this. We deal with all complaints in accordance with procedures set out by the LA. If the school cannot resolve any complaint itself, those concerned can ask the LA to intervene.

Aims and objectives

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 all cases, 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.

The complaint process

If a parent is concerned about anything to do with the education that we are providing, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All staff 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.

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 Head Teacher, Mr. Heeley. The Head Teacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

Should a parent have a complaint about the Head teacher, they should first make an informal approach to one of the members of the Governing body,

who is obliged to investigate it. The governor in question will do all they can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, they can make a formal complaint.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body.

This complaint should 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 Chair of Governors.

The governing body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint and will invite the person making it to attend the meeting, so they can explain their complaint in more detail. The school gives the complainant at least three days of notice of the meeting.

After hearing all the evidence, the governors consider their decision and inform the parent in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.

If the complaint is not resolved, a parent may make a representation to the LA.

Further information about this process is available from the LA.

Monitoring and Review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled correctly.

The Head Teacher logs all complaints received by the school and records how they were resolved.

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 parents so they can be properly informed about the complaints procedure.

Reviewed and updated: January 2017

Next review date: January 2020