

# The Oval School



## Complaints Policy

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Date Ratified: *Jan 2017*

Signed by: *C.C. Hayes*

On behalf of School Governors

Signed by:

Headteacher *R. Chahal*

Review Date: *January 2019*



# Complaints Policy

## Purpose

The purpose of this policy is to provide a clear procedure for dealing with complaints relating to the school or school staff. The policy applies to general complaints made by parents, carers, the community, school visitors and volunteers.

## Policy aims

The aims of the policy are to:

- achieve informal resolution wherever possible
- resolve complaints as quickly and efficiently as possible
- provide a clear process for dealing with complaints
- ensure every complaint is heard and handled appropriately
- deal with complaints sensitively with impartiality and confidentiality
- ensure all stages of the procedure are investigatory rather than adversarial

Reasonable support and adjustments will be made to assist complainants where English may not be their first language. This may include support from a translator.

Reasonable support and adjustments will be made to support complainants with a disability. This may include accepting a complaint verbally instead of in writing or physical adjustments to accommodate an individual in school.

## Stage 1: Informal

At The Oval Primary School, staff and governors aim to ensure that all parents and community members are listened to especially when they have a concern or worry. As a matter of daily routine, schools receive numerous contacts from parents and other parties.

We want parents to come into school immediately to discuss any concern with their child's class teacher in the first instance. Many of these are resolved satisfactorily by providing information or through an informal meeting.

The nature of the concern may mean that parents are directed to a member of the Senior Leadership Team or the Headteacher as appropriate. Our Parent Guarantee (attached to this document) outlines our commitment to responding quickly and efficiently.

We intend, that on most occasions, parents they will be able to meet with a member of the Senior Leadership Team on the same day the concern is raised or at the latest within 24 hours.

If, following discussion with parents, it is decided that further information needs to be gathered, the school aims to ensure this will also be completed on the same day and parents informed either through a meeting at the end of the school day or via the telephone. In certain situations the collation of information may take longer and parents will be advised if this is the case.

## **Stage 2: Formal consideration**

Information on the School website outlines the process for parents to follow if they have unresolved concerns following Stage 1 above. This involves making a formal complaint in writing directly to the Headteacher. If the complaint is against the Headteacher the complaint should be addressed to the Chair of Governors

On receipt of a written complaint the Headteacher will conduct a thorough investigation into the complaint. This may involve meetings with the complainant to obtain more information. The findings of the investigation will be recorded and presented directly to the complainant in a meeting or through the post within 10 working days.

The School will work to complete this investigation, reaching a satisfactory outcome within a 10 working day period. If this is achieved and parents accept the outcome then no further action will be taken. The complaint, investigation and outcome will be reported to the Chair of Governors.

If parents feel that a satisfactory outcome has not been achieved, they will be informed of their right to make a formal complaint to the Governing Body and in doing so move to Stage 3 of the complaints process.

## **Stage 3: Referral to Governing Body**

The complainant is asked to refer their written complaint formally to the Chair of Governors within 28 days of the completion of Stage 2 of the process. The Governing Body will acknowledge the complaint within 10 working days, meeting within 15 working days to consider the complaint. The complainant and Headteacher may be asked to attend this meeting. The Chair of Governors will notify the complainant and the Headteacher of the outcome of the meeting in writing within 7 days of the Governor meeting.



#### **Stage 4: Referral to the Multi Academy Trust**

If, after Stage 3, the complainant remains unsatisfied with the way in which the complaint has been managed, then a written complaint should be sent to the drb Ignite

Director of Academies, giving clear details of the complaint. Write to: Academies Director, drb Ignite Multi Academy Trust, 5 The Courtyard, Buntsford Gate Business Park, Buntsford Hill, Bromsgrove, B60 3DJ.

The Trust will acknowledge the complaint within 3 working days and then investigate the way in which the complaint has been dealt with. They will not initially re-investigate. The Director of Academies will write to the complainant within 20 working days, explaining the outcome of the investigation. The Director of Academies will also make contact with the school to advise them of the outcome and, where appropriate, the steps needed to put the matters right.

#### **Stage 5: Referral to the Department for Education**

Where the complaint remains unresolved after going through Stages 1 to 4, then the complaint should be directed to the Department for Education using the following procedure:

- Access the Education Funding Agency's procedure on the Department for Education website – 'A Procedure for Dealing with Complaints about Academies.'
- Write to Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD

**Agreed at the MAT Board Meeting on:**

**Review Date:**

(This policy will be reviewed every 2 years.)