

Cumberworth C.E (A) First School Complaints Policy

Our school vision

At Cumberworth First School we pride ourselves on putting the child and family at the heart of everything we do. We aim to uphold our Christian values (of love, kindness, friendship, self-control, respect and forgiveness) so that together we can enjoy our learning, enrich our lives and excel by making the most of our talents and gifts.

Equality Statement

This policy will be applied equally to all stakeholders while ensuring that all protected characteristics, (Disability, Race, Sex, Gender reassignment, Pregnancy and Maternity, Religion and Belief, Sexual orientation, Marriage and Civil Partnership, Age) are not discriminated against in any way. During the review process we will ensure that the policy and its implementation does not unintentionally discriminate adversely against any group and where necessary reasonable steps will be taken to discriminate in favour of protected groups

Introduction

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 by parents. The following policy sets out the procedure that the school follows in such cases.

We deal with all complaints in accordance with procedures set out by the Local Authority (LA). If the school cannot resolve any complaint itself, those concerned can ask the LA to intervene.

All parents have the right, as a last resort, to appeal to the Secretary of State for Education, if they still feel that their complaint has not been properly addressed.

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 complaints process

If any parent is unhappy with the education that their child is receiving (including the provision made for children with special educational needs or disabilities (SEND), or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.

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.

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. 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, s/he should make a formal complaint, as outlined below. This 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 Chair of Governors.

The governing body must consider all written complaints within three weeks of receipt. It arranges a meeting of the complaints sub-committee to discuss the complaint, and invites the person making it 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.

After hearing all the evidence, the governors consider their decision and inform the parent about it 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 representation to the LA. Further information about this process is available from the school or from the LA. 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.

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.

Monitoring and review

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 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 on request, so that they can be properly informed about the complaints process.

Last reviewed: Full Governing Body: May 2023