



# Lowther Primary School **Complaints Procedure Policy**

This policy was adopted in: **May 2016**

The next review of this policy is due in: **July 2018**

The Chair of Governors is: **Sharon McNab**

## **Complaints Procedure Policy**

At Lowther we hope that any problem or concern arising can be dealt with informally wherever possible.

Parents and carers are invited to discuss concerns at any time.

However, there are sometimes occasions when a problem needs to be managed within a structured framework.

### **Summary**

Should any parent or carer wish to express a concern about the education their child is receiving, the Education Act 2002 sets out the procedure.

The parent or carer should first raise any concern with the class teacher, if necessary by making an appointment (stage 1).

If the concern has not been satisfactorily resolved, the parent or carer may wish to make an appointment to discuss it with the Head Teacher (stage 2).

If the matter has still not been satisfactorily resolved, the parent or carer may bring it to the attention of the Chair of the Governors (stage 3).

The Procedures published below shall be applied with regard to the provisions of the **School Complaints: Guidance for School Governors and Local Authority Officers Policy** published by the London Borough of Richmond, as updated and amended.

### **Stage 1: Informal: Concern raised with a member of staff**

In most cases, the class teacher or Phase Leader will be able to resolve a problem at the first informal stage, without the need to start any formal procedure.

However, there may be certain situations where it is appropriate to proceed straight to stage 2, or where the parent or carer for good reason is unable to raise the matter at the less formal stage 1.

Where it has not been possible to resolve the concern at stage 1, the parent/carer is entitled to invoke the formal procedure at stage 2.

### **Stage 2: Formal complaint raised with the Head Teacher**



Where a parent or carer wishes to bring a formal complaint to the attention of the Head Teacher, it must be raised in writing. Such a complaint will not normally be considered if the cause of the complaint occurred more than three months before the complaint is received (however, in exceptional circumstances, and for good reason, the Head Teacher may consider complaints after expiry of the three month time limit).

Any such written complaint should set out the substance of the complaint, any background or information relevant to the complaint, and what action the complainant would wish to occur, so that the complaint may be resolved.

Any investigation and handling of the complaint will be conducted without delay. The parent/carer will be advised of any likely timescale.

If the complaint concerns the conduct of the Head Teacher, any complaint at stage 2 should be sent instead to the Chair of the Governors. The School Manager can provide a contact address on request.

Where it has not been possible to resolve the concern at stage 2, the parent is then entitled to invoke the appeals procedure at stage 3.

### **Stage 3: Complaint heard by the Governing Body Appeals Panel**

If a parent wishes to bring a formal complaint to the attention of the Chair of the Governors because it has not been resolved at stage 2, it is necessary to raise the complaint in writing. Any appeal should specify the substance of the complaint, identifying the issues which have not been resolved, and indicating what resolution the complainant seeks. Any evidence in support of the complaint should be submitted in writing at the same time.

Such an appeal will not normally be considered if the subject of the complaint occurred more than three months before the complaint was received by the Head Teacher at stage 2 (or by the Chair of Governors if the complaint concerned the conduct of the Head Teacher). Any request for an appeal must be made in writing within two weeks of notification of the outcome of stage 2.

An independent Governors Appeal Panel (of three Governors) shall be appointed to consider the complaint. The Appeal Panel may consider whether to hold a hearing with the complainant to investigate the complaint and any resolution.

The outcome of any appeal shall be recorded in writing.