



LARKRISE SCHOOL

Complaints Procedure

Reviewed by: Bob Ham
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Next review
date: February 2022

COMPLAINTS PROCEDURES

1. Receiving a concern or complaint

The person(s) receiving the concern or complaint will:

- Listen sympathetically to the concern or complainant;
- Offer an immediate acknowledgement verbally or within three working days in writing;
- Indicate what action will be taken, by whom and by when;
- Decide, in consultation with others (for example, the SLT, Chair of Governors) if necessary, to whom the complaint should be referred; and
- Ensure that all relevant information is passed on to the person investigating immediately.

2. Dealing with the concern or complaint

The person(s) investigating the concern or complaint will:

- Ensure that a thorough and fair investigation is carried out;
- Consult appropriately;
- Maintain confidentiality;
- Involve other agencies (for example, the Police, Social Services) as appropriate and after careful consultation; and
- Keep the complainant informed of the progress of the investigation.

3. Timeline

- A concern or complaint against a member of staff should be brought to their immediate attention in order to make them aware and allow them an opportunity to respond appropriately.
- Informal concerns can be raised by speaking to the individual directly.
- Informal concerns will be responded to within 1-2 working days where possible.
- In the event that initial attempts to resolve the concern or complaint are unsuccessful and the complainant wishes to pursue the matter further, formal procedures will begin.
- A formal concern or complaint in writing will be acknowledged within 3 working days. An investigation and response will be made within 10 working days where possible. The timeline may be adjusted in discussion with the complainant to ensure that each investigation is conducted effectively.

4. Deciding what action to take

If the person(s) investigating the concern or complaint finds that there is a case to answer, the following methods of redress may be offered:

- An apology;
- An explanation; and/or
- Action to put things right.

The complainant will be informed of the outcome of the investigation as soon as is reasonably possible. She/he will also be informed to whom reference can be made if the outcome is not thought to be satisfactory.

If the person investigating is not a member of the Senior Leadership Team she/he will ensure that the Senior Leadership Team is kept fully informed.

5. Keeping records

The person(s) investigating will ensure that:

- Careful records are kept;
- The complaints log is completed; and
- Confidentiality is maintained.

6. Reviewing and monitoring

The Senior Management team will:

- Review the complaints log termly;
- Survey complainants to determine the levels of satisfaction achieved; and
 - Report to the appropriate Governors' Committee.

Larkrise School

COMPLAINTS LOG

This is to be initiated by the person receiving the concern or complaint and passed to others for completion as appropriate.

Name of Complainant	Address/ telephone no	Received by	Date received	Dealt with by
Nature of complaint (brief details):				
Action taken:				
Date matter closed:				

When the procedure is concluded this form and all supporting evidence/ documentation must be passed to the Headteacher's PA for filing.

Larkrise School

IF YOU HAVE A CONCERN OR COMPLAINT ABOUT OUR SCHOOL, we have formulated a procedure to follow. Key information for parents is summarised below.

When to contact us:	Whenever you are concerned about something at our school or wish to complain.
Why?	We want a supportive partnership in which problems are resolved. This is far better for pupils than divisions between home and school.
How?	Use the Home/School Book if you wish. Telephone if the issue is urgent. Send a letter for a formal complaint.
Who?	This depends on the nature of the issue. The main options are:
Topic:	Curriculum, class, timetable = Class Teacher Welfare issues = Key Stage Head School organisation, policies, staff conduct, serious issues = Headteacher
First response:	Acknowledgement (normally three working days) with indication of time wanted for investigation (if needed) and reply
Answer:	If satisfactory, concern ends Not satisfied? Refer to Headteacher Still not satisfied? Please contact the Chair of Governors.

There is no formal procedure for praise. If you feel that something has been done specially well, please feel free to let us know. It is helpful to know which aspects of our school are particularly valued by parents.