

West Earlham Infant and Nursery School
Complaints Policy

Appendices:

Appendix A – Meeting Request Form

Appendix B – School Formal Complaint Form

Appendix C – School Formal Complaint Review Request Form

1. General Principles:

- a. This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides including Early years families in receipt of their free entitlement.
- b. An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances
- c. To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event being complained of, will not be considered.

2. Raising a concern or complaint - Informal Stage

- a. It is normally appropriate to communicate directly with the member of staff concerned. This may be in person, by letter, by telephone, or by appointment on request via the school office through a meeting request form. (Appendix A) Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.
- b. In the case of serious concerns please it may be appropriate to directly proceed to the formal complaints stage detailed below.

3. Raising a concern or complaint - Formal Stage

- a. If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Head Teacher, who will be responsible for ensuring that it is investigated appropriately. Please speak to a member of staff if you need any support in putting your complaint in writing. We will either be able to offer support or direct you to someone who can provide assistance. If the complaint is about the Head Teacher, your complaint should be passed to the Clerk to the Governing Body, for the attention of the Chair of the Governing Body. A complaint form is provided to assist you. (Appendix B) You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.
- b. It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed. Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Head Teacher, or to the Clerk to the Governing Body, as appropriate.
- c. The Head Teacher (or Chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.
- d. It is possible that your complaint will be resolved through a meeting with the Head Teacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should receive a letter, usually within 5 days of the school receiving your formal complaint, explaining how the school intends to proceed. This letter should include an indication of the anticipated timescale.
- e. Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.
- f. If you are not satisfied with the manner in which the process has been followed, you may request the Governing Body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the Clerk to the Governing Body, within 10 school days of receiving

notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The procedure described below will be followed. A review request form is provided for your convenience. (Appendix C)

4. **Review Process**

- a. Any review of the process followed by the school will be conducted by a panel of three members of the Governing Body. This will usually take place within 10 school days of receipt of your request.
- b. The review will normally be conducted through consideration of written submissions, but reasonable requests to make oral representations will be considered sympathetically.

Approval

This policy has been reviewed in line with the 2010 Equality Act and Public Sector Equality Act. Due regard has been given to Equality.

This policy will be adopted in **November 2018**. The date of the next formal review will be **November 2021** and every three years thereafter, unless statutory legislation changes.

Policy approved by the Full Governing Body of West Earlham Infant and Nursery School.