

HOO ST WERBURGH PRIMARY
SCHOOL AND MARLBOROUGH
CENTRE



COMPLAINTS PROCEDURE

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What is a complaint?

A complaint is an expression of dissatisfaction about the standards of service, actions or the lack of action by the School or its staff, affecting an individual pupil, person or group of pupils or people.

We believe that our school provides a good all round education for all our children, and that the staff work very hard to continue to build positive relationships with all parents and visitors.

However, we also accept that there may be times when you may want to complain if you think:

- we have not treated you fairly or politely; or
- we have not done something we should have done; or
- we have done something badly.

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.

When we receive complaints we will:

- deal with people courteously and in a sensitive and helpful manner
- put things right where it is clear that we have not given the service that you have the right to expect
- analyse complaints so that we can plan for the future by taking your views into account.

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

TALK TO THE TEACHER

If you are unhappy with any aspect of Hoo St. Werburgh Primary School and Marlborough Centre, the people who can best deal with any problems you have are the class teachers. Let them know that something is wrong and they will try to sort it out straightaway wherever possible.

If this is not successful, there are three stages through which a complaint may pass.

Stage One

If things cannot be resolved, or if you are still unhappy with the way we are handling your concerns, you can make a complaint. It is best if the complaint is made to the teacher you have been dealing with. You can do this by writing a letter or speaking to the member of staff, either face to face or on the telephone, telling them that you are still not happy with the situation. If you are still not satisfied then you may refer this to a more senior member of staff who may be able to help you. This may be the Foundation Stage Leader, Assistant Headteachers or Deputy Headteacher. The intention is that any issue is resolved at the earliest opportunity.

You should receive acknowledgement of your complaint within three working days and a response within 10 working days. If your complaint cannot be resolved by then you should get a letter saying why not and giving you a new deadline for a full response.

Stage Two

If you are unhappy with the outcome of stage one you can take the matter further and complain to the Head teacher. Your complaint will be fully investigated and again, we will respond within 10 working days.

The Head teacher will consider whether any other sources of information and advice should be sought in order to investigate the complaint fully. This may involve a class teacher or specialist agencies such as Educational Psychologist, Personnel Department (Area Education Office), Area Health & Safety Co-ordinator. The Headteacher may decide whether a meeting with the complainant would be beneficial on receipt of the complaint or at a later stage of the investigation to clarify any points or where the issues involved are of a complicated nature.

Stage Three

If you are still unhappy after the stage two investigations, you can complain to the Chair of Governors. Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Governing Body. 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](#) marking it as CONFIDENTIAL and hand this to

the school office. This will be passed to the Chair of Governors without being opened by any school based staff. **The school has a complaints form which must be used to clearly state the nature of the complaint.** This form will help the process. The school office can give you a copy or send it to you electronically. There is a copy of the form at the end of this policy.

Your complaint will be fully reviewed and a response will be sent to you within 15 working days. Again, we will let you know if it is going to take any longer. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction. If the Chair of Governors feels that it would help to resolve the complaint s/he will call a panel of governors together to hear your complaint and decide what actions to take. This hearing will take place within one month, at a time that is mutually convenient.

If you are still not satisfied

We hope our complaints procedure will help you to sort out quickly and successfully any problems you may have with the school. If you think that we have not dealt with your complaint properly, having completed the above stages, you can then contact The Local Government Ombudsman.

The Local Government Ombudsman



Email advice@lgo.org.uk or go to the website at www.lgo.org.uk

Statutory Complaints

Some complaints come outside the scope of the School's own complaints procedure and are shown below. They are matters where there are already specific processes in place and should be referred to the Local Authority.

Admissions

Medway has responsibility for admissions to community and controlled schools. Any appeals or complaints should be referred to the admissions team.

Child Protection & Safeguarding

Child protection issues regarding pupils arising in schools are managed by the designated teacher and head teacher and will normally be referred to the relevant integrated area team for investigation of the family circumstances. The School's prime responsibility is to trigger the appropriate procedure through the LA and the school must not attempt to investigate the issues independently.

The Curriculum and Religious Worship

Complaints about the curriculum should initially be considered by the governing body. If you are still not satisfied after this, or feel that the LA or governing body has acted "unreasonably" or failed to discharge a statutory duty in relation to the School curriculum or religious worship, you should contact the Local Authority Advisory team in the first instance.

Exclusions

Governing bodies are required to set up exclusions committees to consider exclusions.

Special Educational Needs

Parents and school staff will naturally be in close contact about the special educational needs provision for individual children and concerns will normally be resolved between parents and the school. However, formal complaints should be referred to the special educational needs team.

**Hoo St Werburgh Primary School and Marlborough Centre
Complainants Form**

Name	
Address	
Details of complaint	
Signature	
Date	