



inspiring the journey for
independence together

Complaints Policy

Reviewed 3 Yearly

Date:

Governor Signature:

Complaints Policy

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.

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.

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.

Complaints Procedure

You do not have to make a formal complaint if you are unhappy with any aspect of the school. 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 straight away wherever possible.

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 member of staff with whom you have been dealing. You can do this by writing a letter, sending an email or speaking to the member of staff, either face to face or on the telephone.

You should receive a written 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 headteacher. Your complaint will be fully investigated and again, we will respond within 10 working days

Stage three

If you are still unhappy after the stage two investigation, you can complain to the chair of governors. 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. If the chair of governors feels that it would help to resolve the complaint he/she 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.

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, you can make a complaint to the Local Authority preferably in writing to:

Business Support, Children's Services, Civic Centre, Strood, Kent. ME2 4AU
or email childrensservicescomplaints@medway.gov.uk
or complete an online complaint form:
www.medway.gov.uk/complaints

If you have raised your concerns with the school, governing body and the local authority and you still remain dissatisfied, Ofsted may be able to consider your complaint. You can contact the Ofsted helpdesk on 08456 40 40 45 or email: enquiries@ofsted.gov.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. Admissions to aided and foundation schools should be dealt with by the diocese and/or governors.

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. Guidance for procedures have been issued by the Department for Children, Schools and Families.
<http://www.dfes.gov.uk/exclusions/guidance>

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 01634 306000.