



**Nelson Primary School**  
Inspiring Ambition, Achieving Success

## **Complaints Procedure**

In order to resolve any complaints in a speedy and satisfactory way, parents should follow the following procedure:

### **Stage 1 – Informal**

First of all make an appointment to see the class teacher. The class teacher will know your child well and may know the details of any incident about which you may have a concern. Please do not try to see the teacher during the school teaching day when they are taking or preparing lessons. It is hoped you can reach an agreement that satisfies you and the school. Please allow 5 days for the teacher to investigate and report back to you.

If you still feel the problem is going on please go to stage 2

### **Stage 2 – Formal**

If you are unhappy with the outcome of your complaint at the informal stage then you need to put your complaint, in writing, to the head teacher. If the subject of the complaint is the head teacher then you will need to write to the chair of governors.

The complainant must ensure that they include details of why they are still dissatisfied and what action they would like to resolve the complaint. They can also attach any evidence to support their concerns.

The Head Teacher must acknowledge the complaint within 5 days by writing to the complainant. The acknowledgement will state a further communication will follow, within 20 school days, that will set out the actions taken to investigate the complaint and the findings.

### **Stage 3 – Formal if not resolved at stage 2.**

If you are dissatisfied with the response from the head teacher then you should write to the Chair of Governors, Diana Green MBE, with details of the complaint, within ten working days of getting the head teacher's decision. This should be through the school office.

You must ensure that you include details of why you are still dissatisfied with the decision, the recommendations and actions of the Stage 2 complaint and what you require to resolve the matter. You may also attach any evidence to support your concerns that can be additional to that submitted at Stages 1 and 2.

The Chair of Governors must write to you within 5 days of receipt of the complaint to acknowledge this. The letter should state that another letter will follow within 20 school days setting out the actions taken to investigate the complaint and the findings.

The Chair of Governors will look at all the information pertaining to the complaint submitted by the complainant and the investigatory evidence by the school at Stages 1 and 2. The Chair may want to talk with you or the investigating staff members to establish facts and obtain further information.

A committee of governors will review your complaint. Afterwards, they will write back telling you their decision. This stage should take no more than 15 working days to complete.

The conclusion could be:

- The evidence indicates that the complaint was substantiated and therefore upheld
- The complaint was substantiated in part and what action will be taken
- The complaint is not substantiated by the evidence and therefore not upheld

#### **Stage 4 – Formal**

The complaint is heard by the Governing Body. This is the final stage of the process.

If you are dissatisfied with the response from the Chair of Governors (or Vice-Chair) at Stage 3 you should be advised that the next stage is to put your complaint in writing to the School Governing Body at Stage 4.

You must ensure that they include details of why you are still dissatisfied with the decision of the Chair, recommendations and actions of the Stage 3 complaint and what you feel would resolve the matter. You can also attach any evidence to support their concerns in addition to that submitted at Stages 1, 2 and 3.

You will be acknowledged within 10 school days.

The complaint is considered by a panel of Governors who form a complaints appeal panel. The panel must be independent and impartial. No governor may sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it. The panel must have a cross-section of categories of governors and sensitive to the issues of race, gender and religious affiliation. If appropriate the panel can be made up of governors from another school.

The panel must convene a meeting to discuss the complaint and all the investigation evidence to make a final decision on how to progress.

The head teacher has a statutory duty for the internal organisation and management of the school, which they must carry out in accordance with any rules, regulations or policies laid down by the governing body. Therefore the remit of governors' consideration of a complaint about a matter of internal organisation and control will be as to whether the head teacher has followed any relevant school policies; it is not to substitute its own operational judgement for that of the Head Teacher.

The panel can decide:

- To convene a meeting with you . If a meeting is to be convened, the person chairing the meeting either the Chair or Vice-chair (whomever did not deal with the complaint at Stage 3), will write to the complainant to acknowledge the complaint within 10 school days. The letter would also include the date, time and venue of the convened meeting to hear the complaint.
- Decide on the appropriate action to be taken to resolve the complaint
- For non-complex complaints, not to meet with the complainant, but to use all the information available to them and make a decision on the complaint as there is enough information to allow for a decision to be made.

Possible outcomes for the Panel could be:

- Dismiss the complaint in whole or in part
- Uphold the complaint in whole or in part
- Recommend changes to school systems or procedures to ensure that similar do not occur

An outcome letter will be sent to the complainant within 20 school days of the meeting.

Procedure reviewed November 2017