



Complaints Policy

Date created: April 2013

Date ratified: June 2013

Signed: _____ Chair of Governors

Signed: _____ Headteacher

Date reviewed: January 2018

Name of reviewer: Caroline Gardner, Vicky Jenks & Rebecca Chew

Complaints Policy

This policy statement sets out the school's approach to dealing with parental concerns and complaints. Further details on how we handle them are contained within the procedure section of this document.

We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.

We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.

We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreements with the school should not be expressed inappropriately or in front of pupils.

All school staff and members of the governing body, will receive a copy of this policy statement and will be familiar with the school's procedures for dealing with parental concerns and complaints, to which they will have access as required. The policy is available on request to parents.

The schools' procedures will be reviewed regularly and updated as necessary.

Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, use our options to close a complaint before all the stages of the school's procedures have been exhausted, if this appears to be appropriate.

The government and the Local Authority (LA) advocate resolution of parental concerns and complaints at school level wherever possible, in the interests of maintaining good home/school relations.

Complaints Procedure

Stage One (Informal Stage)

The first point of contact should be your child's class teacher. Many concerns can be resolved at this stage, through clarification or the provision of information and it is anticipated that the vast majority of cases will be resolved at this stage.

Stage Two

If the complainant is dissatisfied with the response from stage 1, then they should approach the Headteacher. The Headteacher will acknowledge receipt of this complaint and following an investigation into the complaint will write to the complainant with the outcome of the investigation.

Stage Three

Should the complainant not be satisfied following stage one, the complaint would then be referred on to the Chair of Governors, Mrs Vicky Jenks. The Chair of Governors will acknowledge receipt of this complaint and following an investigation into the complaint will write to the complainant with the outcome of the investigation.

The Chair can be contacted c/o St Giles' C.E Primary School, Portland Crescent, Shrewsbury SY2 5NJ.

Stage Four

If the complainant feels that their complaint still has not been resolved, they need to write to the Chair of the Governors Complaints Committee giving details of the complaint. The Chair will acknowledge receipt of the letter within a 7 day period. The Chair will invite the complainant to a formal meeting to discuss their concerns and following the meeting of the panel will confirm in writing the decision of the panel.

This correspondence should be addressed to Mr Dean Easthope c/o St Giles' C.E Primary School.

Following the Committee's Decision the complainant can contact the Schools Complaints Unit (SCU), who consider complaints relating to LA maintained schools in England on behalf of the Secretary of State, if they wish to pursue the matter, tel 03700002288 or www.education.gov.uk/help/contactus . In addition, a complaint about the curriculum, sex education and religious worship in maintained schools not resolved by the school, should now also be addressed to the School Complaints Unit.

If the complaint relates to the Headteacher or members of the Governing Body of the school (excluding the Chair of Governors), initial contact should be made with the Chair of Governors at the school (see stage three). If the complaint relates to the Chair of Governors, initial contact should be made in writing to the Clerk of the Governing Body.

The Clerk can be contacted c/o St Giles' C.E Primary School, Portland Crescent, Shrewsbury, SY2 5NJ.

Complaints not in scope of the procedure

Exceptions	Who to contact
<ul style="list-style-type: none"> ✎ Admissions to schools ✎ Statutory assessments of Special Educational Needs (SEN). ✎ School re-organisation proposals ✎ Matters likely to require a Child Protection Investigation 	<p>Concerns should be raised direct with local authority (LA)</p> <p>For school admissions, the LA is the admissions authority and complaints should be raised directly with them. Complaints about admission appeals for maintained schools are dealt with by the Local Government Ombudsman.</p>
<ul style="list-style-type: none"> ✎ Exclusion of children from school 	<p>Further information about raising concerns about exclusion can be found at: www.gov.uk/schools-discipline-exclusions/exclusions</p>
<ul style="list-style-type: none"> ✎ Whistleblowing 	<p>The school has an internal whistleblowing procedure for employees and volunteers. Other concerns can be raised direct with Ofsted by telephone on: 0300 123 3155, via email at: whistleblowing@ofsted.gov.uk or by writing to:</p> <p>WBHL, Ofsted Piccadilly Gate Store Street Manchester M1 2WD.</p> <p>The Department of Education is also a proscribed body for whistleblowing in education.</p>
<ul style="list-style-type: none"> ✎ Staff grievances and disciplinary procedures 	<p>These matters will invoke the school's internal grievance procedures. Complainants will not be informed of the outcome of any investigation</p>
<ul style="list-style-type: none"> ✎ Complaints about services provided by other providers who may use school premises or facilities 	<p>Providers have their own complaints procedure to deal with complaints about service. They should be contacted directly.</p>

Management of Unreasonable Complaints

St Giles' CE Primary School is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with the school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

St Giles' CE Primary School defines unreasonable complainants as *'those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people's complaints'*

A complaint may be regarded as unreasonable when the persons making the complaint:

- ☹ Refuses to articulate their complaint or specify the grounds of the complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- ☹ Refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved;
- ☹ Refuses to accept that certain issues are not within the scope of a complaints procedures;
- ☹ Insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;
- ☹ Introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;
- ☹ Makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;
- ☹ Changes the basis of the complaint as the investigation proceeds;
- ☹ Repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
- ☹ Refuses to accept the findings of the investigation into the complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department of Education;
- ☹ Seeks an unrealistic outcome;
- ☹ Makes excessive demands on school time, by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:

- ☹ Maliciously;
- ☹ Aggressively;
- ☹ Using threats, intimidation or violence;
- ☹ Using abusive, offensive or discriminatory language;
- ☹ Knowing it to be false;
- ☹ Using falsified information;

- ✎ Publishing unacceptable information in a variety of media such as in social media websites and newspapers.

Complainants should limit the number of communications with the school while a complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text) as it could delay the outcome being reached.

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues the Headteacher will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact St. Giles' School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from St Giles' CE Primary School.