



Sir John Cass's Foundation Primary School

Complaints Policy

Date adopted	March, 2017	Notes
Last Reviewed	January, 2019	
Review Cycle	As required	
Review by	Headteacher	

Vision of Sir John Cass's Foundation Primary School

Every member of our school community will develop a questioning approach to faith, grounded in the principles of Christian hope, which prompts everyone to seize every opportunity for growth, to look beyond themselves and lovingly serve their community and the wider world.

Resolving problems

Whilst every effort is made to ensure the smooth running of the school, it is inevitable that problems may arise from time to time. If you are unhappy with something at the school, please see a member of staff as soon as possible so that it can be resolved.

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

In the first instance many concerns or difficulties can be resolved simply by speaking with your child's class teacher or key worker. Most of the staff are available just before and after the end of the school day, alternatively you might like to make an appointment to meet with them.

If you do not feel that the issue has been resolved you should speak to a member of the leadership team who will be happy to help. To resolve problems a member of the leadership team will invite you to a meeting to discuss the matter further and take relevant action to resolve the problems.

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure.

At this stage, if you are not satisfied you may escalate your concern to a formal complaint following 3 stages.

Stage 1

- a) Your written complaint should be made in writing or on a form (see attached). The school will contact you within 2 school days, where possible, to say they have received your written complaint;
- b) A relevant member of staff will then investigate. If your complaint is about the Headteacher it should be addressed to the Chair of Governors, Matt Piper;
- c) The Headteacher (or Chair of Governors) will then write to you with a decision where possible, within 10 school days of receiving your complaint.

If you are not satisfied with the decision at the end of Stage 1 you should follow the guidance below

Stage 2

- a) Send your written complaint to the Chair of Governors via the school office or e mail chair@sirjohncassprimary.org ;
- b) The Chair will investigate your complaint and write to you within 10 school days, where possible, with a decision.

If you are not satisfied with the decision at the end of Stage 2 you should follow the guidance below

Stage 3

- a) If you are not happy with the decision at Stage 2, you should write to the Clerk to the Governors;
- b) The Governing Body Complaints Committee will meet within 20 school days. You, the Headteacher, the Chairman of Governors and the Local Authority Complaints Officer will be invited to attend this meeting at least 10 school days before it happens. This meeting will discuss whether to agree or not with the Headteacher or Chairs' decisions.
- c) Where a complaints appeal panel is established it should call on three governors with no prior, direct involvement with the complaint. In deciding the make-up of the CAP, where possible the governing body will try and ensure that it is a cross-section of the categories of governor.
- d) The committee should review the process up until Stage 2:
 - Deal with the administration of the procedure;
 - Provide independent advice on procedure and evidence;
 - Ensure that the relevant facts are established;
 - Minute the meeting; and
 - Draft the decision letter.
 - Everyone at this meeting will receive in writing the decision and recommendations of the Complaints Committee within 5 school days.
 - **The decision of the committee is final.**

Complaints out of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Resolving complaints

At each stage in the procedure, the school wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint

- an apology.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Complaining to Ofsted

You can [complain to Ofsted](#) about a state school if there's a problem that affects the whole school (including childcare) - this includes problems with the quality of education or poor management.

You should get a response within 30 working days. The response will tell you if Ofsted will investigate or not, and why.

<https://www.gov.uk/complain-about-school>

Safeguarding

Any complaint or other notice that suggests that a child has been at risk of significant harm through violence, emotional abuse, sexual interference or neglect may be referred without further notice to Children's Social Care and/or to the social services authority for the area in which the child lives. If a social services authority decides to investigate a situation this may postpone or supersede investigation by the Headteacher or governing body.

Role of the Secretary of State, Department for Education

If the complainant is unhappy with the way in which a school has dealt with the complaint, they may be able to approach the Secretary of State, Department for Education (DfE) to intervene.

The Secretary of State has a duty to consider all complaints raised but will only intervene where the governing body has acted unlawfully or unreasonably and where it is expedient or practical to do so.

The School Complaint's Unit (SCU) considers complaints relating to Local Authority maintained schools on behalf of the Secretary of State. More information regarding what and how they will consider complaints is set out in the DfE's Best Practice Advice for School Complaints Procedures:

<https://www.gov.uk/government/publications/school-complaints-procedures>

More information can be obtained from the SCU by calling the national Helpline on 0370-000- 2288 or going online at www.education.gov.uk/help/contactus or by writing to: Department for Education School Complaints Unit 2nd floor, Piccadilly Gate Store Street Manchester M1 2WD 7.4.

The Gov.UK website also has information on how to complain about a school - go to <http://www.education.gov.uk/schools/leadership/schoolperformance/b00212240/makingcomplaint-school>

SIR JOHN CASS'S FOUNDATION PRIMARY SCHOOL

General Complaints Form



Your name		
Your address		
		Postcode
Daytime contact no/ email address		
Person or service that the complaint is about		
Is your complaint about a specific incident?	YES	NO
If so, what date did the incident occur?		
Who was involved?		
Please provide details of your complaint		