

Gosforth Park First School

Document Number

GP-GB-PO-013

Document Name

GPFS Complaints Policy

Version Number

V 01

Version Control

| Document | Version | Date | Author | Change Description |
|--------------|---------|------------|----------------|---|
| GP-GB-PO-013 | 02 | 14/10/2019 | Governing Body | Changes to names of Headteacher and Co-chairs |
| GP-GB-PO-013 | 01 | 20/11/2017 | Governing Body | Document release in QMS format |
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Consideration of Complaints

Section 23 of the Education Reform Act 1988 requires every Local Authority, LA, with the approval of the Secretary of State, and after consultation with governing bodies, to make arrangements for the consideration and disposal of complaints concerning the actions of governing bodies and LA's in respect of the school curriculum and related matters. Parents with concerns should discuss the problems with their child's class teacher or the Head teacher. Further details of formal procedures (whereby concerns can be brought before the School Governing body, Local Education Authority, Standing Advisory Council on Religious Education or the Secretary of State) can be obtained from the Head teacher and Chair of Governors.

Complaints Policy

Introduction

Our school strives to provide the best possible education for all children. The Head teacher and staff work very hard to build positive relationships with all parents, stakeholders and members of the community. We aim to resolve issues before they become significant problems. However, should a parent have a complaint the school has procedures in place to deal effectively with it. The following policy sets out the procedure that the school follows in such cases.

Aims and objectives

- 1) To be fair, open and honest when dealing with any complaint.
- 2) To give careful consideration to all complaints and deal with them as quickly as possible
- 3) To resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues.
- 4) To provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The complaints process

- 1) In the first instance any concerns about your child should be discussed with your child's class teacher. This should be done privately at a mutually convenient time. All teachers want children to be happy and to make good progress and they deal quickly with an identified problem and take action. It is expected that all members of staff dealing with parental concerns act in a courteous and respectful manner. The school also expects that the person expressing a concern acts in the same way.
- 2) If you feel that the matter has not been resolved through contact with the class teacher, or that your concern is of a sufficiently serious nature you should make an appointment to discuss the matter with Mrs Lamb the Headteacher. Any concerns expressed in this way are taken seriously and investigated



thoroughly.

3) If a concern fails to be resolved at this stage a formal complaint can be made to the Governing Body. This must be made in writing, stating the nature of the complaint and how the school has handled it so far. This should be sent to the Co-Chairs of Governors, Mr Steve Collins and Mrs Iain Duigan.

The Governing Body must consider all written complaints within three weeks. If it is necessary for governors to meet with the person making the complaint so that it can be explained in more detail at least three days notice will be given.

After hearing all the evidence, the governors consider their decision and inform the parent about it in writing.

4) If the complaint is not resolved, a parent may make representation to the LA. Further information on this can be obtained from the school or from the Local Authority. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

5) If any parent is still not content that the complaint has been dealt with properly, then he/she is entitled to appeal to the Secretary of State for Education.

Monitoring and review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.