

# Leas Park Junior School

## Complaints Policy Statement

### November 2018



1. This policy statement sets out Leas Park Junior School's approach to dealing with parental concerns and complaints.
2. We value good home/school/ and community/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.
3. We welcome feedback on what parents and other stakeholders 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.
4. 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 disagreement with the school should not be expressed inappropriately or in front of pupils.
5. 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 concerns and complaints, to which they will have access as required. The policy will be available on request to any affected party.
6. The school's procedures will be reviewed regularly and updated as necessary.
7. Staff and governors will receive training in handling concerns and complaints as appropriate. This may be on an individual basis, or as a group activity for all staff, or for specific groups, such as the office staff or members of the governing body.
8. 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 option to close a complaint before all the stages of the school's procedures have been exhausted, if this appears to be appropriate.
9. The government and the Local Authority (LA) advocate resolution of all concerns and complaints at school level wherever possible, in the interests of maintaining good home/community/school relations. The role of the LA in advising complainants and schools on the handling of concerns and complaints is set out in the school's procedures.

## WHAT TO DO IF YOU WANT TO MAKE A COMPLAINT

- *Speak to your child's class teacher in the first instance. If he / she cannot resolve the matter you should then discuss it with the Head Teacher. If you are not a parent at the school then please address your concerns to the Head Teacher.*
- *Most complaints will normally be resolved at this stage but if this is not possible, or if your complaint is about the Head Teacher, you should write to Mrs W. Allen (Chair of Governors) at the school address.*
- *Mrs Allen will investigate your complaint. She will write to you on behalf of the governing body with the results of her investigation. Mrs Allen will aim to investigate your complaint in a timely manner, usually within 20 working days.*
- *If you are still not satisfied you may appeal to a committee of the governing body which will listen to your complaint. This committee will be made up to governors who have not had any previous involvement with your complaint. You will be able to attend a meeting of the committee to put your case forward. The Head Teacher and Mrs Allen will also attend to explain what they have done to resolve your concerns. The committee will write to you after listening to all parties and coming to their conclusion.*