

Swallownest Primary School

Complaints Procedure



Complaints Procedure

A guide for parents, carers and members of the public

Most members of the community have a positive relationship with school but sometimes things go wrong. It is important that you raise your concerns as soon as you can. By taking positive steps early on, we are more likely to be able to sort out your complaint.

All complaints are taken seriously and we have procedures in place for dealing with them. In most cases we hope to be able to resolve your complaints/concerns at an early stage.

Information below provides detail on all stages in the complaints procedure;

Stage 1

Complaint heard by staff member

It is in everyone's interest that complaints are resolved at the earliest possible stage.

The first point of contact for raising a concern or making a complaint would usually be to the class teacher. If the complaint is about the Headteacher you can refer your complaint directly to the Chair of the Governing Body, Mr Carl Maw.

Give consideration to exactly what the concern is and what you feel would put the situation right.

Once you have spoken about your concerns give the person handling the situation an opportunity to resolve it.

If you continue to be dissatisfied you can request that your complaint be considered at Stage 2.

Stage 2

Complaint heard by Headteacher (Or designated officer)

At this stage it would be helpful to put your complaint in writing or complete the schools complaints form. As well as complaint details and desired outcomes it is also helpful to include information about what you have already done about your complaint e.g. who you have spoken to about it and what happened as a result.

The Headteacher (or designated officer) acknowledges the complaint orally or in writing within 3 school days.

All effort will be made to respond to a complainant within 10 school days, if for any reason it is considered that this will not be possible the Headteacher should advise you.

Stage 3

Complaint heard by Chair of the Governing Body

The next stage of the complaints procedure should the complainant remain dissatisfied is to address the complaint to the Chair of the Governing Body (or designated Governor). They should acknowledge the complaint, orally or in writing within 3 school days and invite you to meet with him/her and the Headteacher (where appropriate) to find a way forward.

A full written response to your complaint will be given.

Stage 4

Complaint heard by independent panel of Governors

You need to write to the Chair of Governors advising of your wish to escalate the complaint within two weeks of receiving your response if you are still dissatisfied with the outcome. The Chair, or a nominated governor, will convene a Governing Body complaints panel. This will usually be within 20 school days of receiving the complaint. You will be invited to attend the panel to discuss your complaint.

The chair of the panel needs to ensure that you are notified of the panel's decision, in writing, with the panel's response; this is usually within 15 school days.

If you remain dissatisfied:

If you feel that we have not complied with our complaints procedure you can contact the Council's Complaints Manger in Children and Young People Service who may be able to provide further advice.

You can refer your complaint to The Local Government Ombudsman or The Secretary of State for Education and Skills, however they will usually not consider a complaint unless the school has been given an opportunity to respond.

CONTACTS

RMBC Complaints Manager

Children and Young People Services
Riverside House
Rotherham
S60 1AE
Telephone number: 01709 823738

E mail: cyps-complaints@rotherham.gov.uk

Website: www.rotherham.gov.uk/complaintsform

The Secretary of State for Education and Skills

Sanctuary Buildings
Great Smith Street
London
SW1P 3BT
Telephone number: 0870 0002288

Local Government Ombudsman

The Commission for Local Administration in England
Beverley House
17 Shipton Road York
YO30 5FZ
Telephone number: 01904 663200

Swallownest Primary School - Complaint form

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

Your name:
Pupil's name:
Your relationship to the pupil:
Address:
Postcode:
Day time telephone number:
Evening telephone number:
Please give details of your complaint.
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?
What actions do you feel might resolve the problem at this stage?
Are you attaching any paperwork? If so, please give details.
Signature:
Date:

Official use
Date acknowledgement sent: By who:
Complaint referred to: Date:
Action taken: Date:
What Stage is the Complaint at:
Stage 1 Date:
Stage 2 Date:
Stage 3 Date:
Stage 4 Date:
Next Stages: Date: