

Northcote Primary School

Complaints Procedure

At Northcote Primary School we want all pupils to be healthy, safe and happy. These aspects are foundational to children achieving.

We work hard to develop a school culture based on mutual respect. This expectation includes all stakeholders in the school; pupils, members of staff, governors and parents.

Each level of the procedure set out below offers the opportunity for concerns and complaints to be resolved as quickly as possible.

The DfE states the following;

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 generally defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.

This policy aims to make clear the procedure for dealing with concerns/complaints at Northcote Primary School. Please note we will keep a record of any COMPLAINTS made.

Level 1 – Informal

Parents, guardians or carers should, in the first instance, make an appointment to speak with the class teacher about the concern/complaint. It is best, wherever possible to resolve issues at this point.

Level 2 – Informal

In the event of a resolution not being achieved at Level 1; parents, guardians or carers should make an appointment to meet with their child's Phase Leader. At Northcote School there are four Phase Leaders; Miss Manley (Y.5/ Y6 Phase), Mrs. Monks (Y.3/ Y4 Phase), Mrs. Pitfield (Y.1/ Y2 Phase) Mrs. McDermott (Early Years (Nursery/ Reception Phase)).

Level 3 – Informal

If a resolution has not been achieved at Level 3 of the procedure the parent, guardian or carer should make an appointment to meet with Miss Gore (EYFS and KS1) or Mrs Foden (KS2), the Assistant Headteachers, in order to discuss concerns or complaints.

Level 4 – Informal

If parents/carers are still not happy with the complaint being resolved they should make an appointment to see Mr. Morgan the Headteacher.

At this stage the parent, guardian or carer should present their concerns around the following features; (*the following are suggestions*)

1. What does he/ she/ consider to be the problem?
2. What should or should not have happened?
3. What actions would he/ she consider to be appropriate for the school to take in order to bring a resolution to this problem?

Level 5 – Formal

In the event of no satisfactory resolution being reached at Level 3 the parent, guardian or carer should put their concerns in writing to the Headteacher at the school. The letter will need to set out clearly the issues which have previously been discussed and why the parent, guardian or carer considers the issue to be unresolved.

The Headteacher should consider the complaint and discuss a resolution with the complainant. The Headteacher should offer a resolution to the complainant within ten working days of receipt of the letter.

Level 6 – Formal

If the complainant remains dissatisfied with the response of the Headteacher they should address their concerns in writing to the Chair of Governors at the school.

The Chair of Governors will acknowledge receipt of the letter within five working days.

The Chair of Governors will arrange for a panel of three governors to investigate the complaint. The panel will meet within fifteen days of receipt of the letter from the parent, guardian or carer.

The complainant will be invited to attend the meeting of the panel and may be accompanied by a friend.

The Headteacher will be invited to attend the meeting of the panel and may also be accompanied.

The Governors' Complaints Panel will report its findings to the complainant and to the Headteacher, in writing, within ten days of the hearing.

The decision of the Governors' Complaints Panel is final.

Member of staff responsible : R MORGAN

Date Policy written: November 2016

Date to be reviewed: November 2018

Date approved by Governors:

Signature of Chair of Governors: