



“TOGETHER WE ARE STRONGER”

COMPLAINTS POLICY

Approved by the Chair of Governors

Signature_____

Date_____

This Policy will be reviewed October 2021

COMPLAINTS POLICY

INTRODUCTION

At Dorrington Academy, we strive to provide a good education for all our children, helping to develop the whole child. We believe that the Headteacher and all staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage them to talk to the child's class teacher immediately.

We deal with all complaints in accordance with procedures set out by the LA. If the complaint is not resolved by the Headteacher, the complaint can be brought to the attention of the Governors.

AIMS AND OBJECTIVES

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

THE COMPLAINTS PROCESS

If a parent is concerned about anything to do with the education that we are providing at Dorrington, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and are making good progress; they always want

to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the assistant Headteacher or deputy. If a parent is still not satisfied with the outcome, they should then book an appointment with the Headteacher. The leadership team considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage. If a parent is still not satisfied with the outcome, then the parent should send a written complaint to the Vice Chair of Governors.

Should a parent have a complaint about the Headteacher, which cannot be resolved with the Headteacher, s/he should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome s/he can make a formal complaint, as outlined below.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors or Vice Chair of Governors.

The Governing Body must consider all written complaints within three weeks of receipt. It arranges a meeting to discuss the complaint, if they feel it is necessary for the person making the complaint to attend, an invite at least three days before the meeting will be sent.

After hearing all the evidence, the governors consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parent's satisfaction.

If dissatisfied with the Governors outcome an appeal can be placed within 5 days of the written outcome. Such an appeal will go before a panel of 3 governors, one of which will be external/independent to the Academy.

MONITORING AND REVIEW

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Headteacher logs all of the formal complaints received by the school and records how they were resolved.

Governors take into account local or national decisions that affect the complaints process, and make any modifications necessary to this policy.

Ratified by the *Governing Body*

Signature: _____
(*Chair of the Governors*)

Date: _____

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