

Clipston Endowed VC Primary School and Great Creaton Primary School Complaints Policy



Complaints Policy

Considered and approved by the Governing Body on 3rd October 2017

To be reviewed: Autumn 2019

Signed
Mr Graham Leah, Chair of Governors

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AIMS OF CLIPSTON SCHOOL

Clipston Endowed VC Primary School aims to provide every child with high quality teaching and learning. It is the school's philosophy to give our pupils a measure of independence, a high level of self-confidence, a deep sense of self worth, and an understanding and deeper appreciation of our Christian heritage. To achieve this, we aim to:

- a) Enable all children to achieve their full potential, both academically, socially, personally, and morally in order that children expect the best of themselves.
- b) Promote spiritual development and the ability to grow and flourish as human beings.
- c) Support children in building relationships which reflect Christian values.
- d) Deliver a broad, relevant and challenging education which is of a high standard and appropriate to an individual child's needs.
- e) Promote high standards of behaviour based on mutual trust and respect, developing responsibility and fostering self-discipline.
- f) Promote good citizenship, thus enabling individuals to make valuable contributions to wider society.
- g) Ensure equal opportunities for all.
- h) Provide a welcoming and stimulating learning environment in which everyone feels safe, happy and secure.
- i) Develop a sense of pride in belonging to Clipston Endowed VC Primary School.

AIMS OF GREAT CREATON SCHOOL

Great Creaton Primary School aims to provide every child with high quality teaching and learning. It is the school's philosophy to give our pupils a measure of independence, a high level of self-confidence and a deep sense of self-worth. To achieve this, we aim to:

- a) Enable all children to achieve their full potential, both academically, socially, personally, and morally in order that children expect the best of themselves.
- b) Promote spiritual, moral, social and cultural development to support the ability to grow and flourish as human beings.
- c) Deliver a broad, relevant and challenging education which is of a high standard and appropriate to an individual child's needs.
- d) Promote high standards of behaviour based on mutual trust and respect, developing responsibility and fostering self-discipline.
- e) Promote good citizenship, thus enabling individuals to make valuable contributions to wider society.
- f) Ensure equal opportunities for all.
- g) Provide a welcoming and stimulating learning environment in which everyone feels safe, happy and secure.
- h) Develop a sense of pride in belonging to Great Creaton Primary School.

To achieve these aims staff and governors will work in partnership with parents, carers and the local community for the benefit of all our pupils.

Introduction

This policy complies with Section 29 of the Education Act 2002.

This procedures outlined in this policy provide a means for dealing with those rare occasions when complaints need to be made formal. It should not replace the good practice established for responding to concerns and queries from pupils, parents, carers and other users of the school. Many matters of concern can be settled through early discussion with parents so that they better understand or feel reassured by what the school is doing.

Complaints are not always easy to define. It is important, therefore, to keep in mind the distinction between the handling of worries, problems and complaints. However, in the event of confusion, it is for the complainant to decide whether or not their concern should become a formal complaint.

Both Schools have adopted Northamptonshire County Council's School Based Complaints Procedure. Typically there are 3 main stages:

Stage 1 – Initial approach

It is important that parents contact the school first with their concerns and talk to a teacher or the Headteacher. Most problems can be sorted out in this way easily and informally.

Stage 2 – raise a formal complaint

If you are still unhappy the next stage is to raise a formal complaint by writing to the Headteacher, (or chair of the Governing Body if you have already spoken to the Headteacher). The Headteacher (or nominated member of staff), or the Chair of Governors (or nominated Governor) will investigate your complaint.

After they have looked into the issue, you may be asked to meet with the Headteacher or Chair of Governors or you may get a letter explaining the school's response.

Stage 3 – Appeal to Governors

If you are still unhappy after raising the complaint in Stage 2, you would need to inform the Chair of Governors in writing and request a hearing. The school's complaints procedures may offer the opportunity for your complaint to be heard by a panel of the Governing Body.

You will be asked to meet with the panel and explain your case. The panel will listen to you and the Headteacher, and will inform you in writing of their decision.

Timescales for Dealing with your Complaint

Ideally, complaints should be dealt with quickly, but if your complaint is complicated or requires detailed investigation, it may take a longer period of time to sort out. The school should let you know how a complaint is being addressed and when you can expect to hear from them.

The Role of The Local Authority

Northamptonshire County Council www.northamptonshire.gov.uk can provide information on schools' and parents' responsibilities and give advice to you on how best to resolve the complaint. They will expect that you have raised the issues first of all with the school.

Other Types of Complaints

The following types of complaints about education are dealt with in different ways. There are special arrangements under the Education Acts if you want to appeal or complain about:

- admission to schools
- exclusion from school
- school re-organisation proposals
- special education provision
- religious education and collective worship
- national curriculum issues

You can ask your school for guidance on the issues above, or one of the organisations listed below.

Useful Advice

Advisory Centre for Education
Children's Legal Centre – Education Law
Kidscape
NSPCC Child Protection (including bullying)

