

St Luke's Primary School



Concerns and Complaints Policy

(Updated October 2017)

A process for responding to complaints about St Luke's School (where not covered by other policies). The school will always seek to resolve complaints informally. Where this is either not possible or appropriate the policy sets out a formal three-stage complaints process, led by the Headteacher. A schematic showing the main stages of the complaints process is attached as Appendix A.

Introduction

We make an effort to be approachable and we hope that you will come to us with any problems or queries related to school. Teachers are available at the beginning and the end of each day to discuss any small matters. If you would like the opportunity to meet privately for more than a few minutes, then a mutually acceptable date/time can be arranged with your child's teacher.

We believe that confidentiality should be respected and that discussions should be conducted with courtesy and consideration from all parties.

The aims of the Complaints Procedure are to:

- Provide an effective means for anyone to lodge a complaint about St Luke's School
- Ensure that complaints are investigated quickly, fairly and sensitively
- Respond to complaints within clear limits
- Provide an additional means of monitoring and improving St Luke's ways of working.

All complaints will be treated as confidential. Only those members concerned with investigating the complaint will have access to the file. No information regarding the investigation will be made available publicly.

Many complaints can and should be dealt with informally. The complaints procedure provides for a course of action where the complainant is left dissatisfied with the outcome from the informal stages.

The purpose of these guidelines is to provide a means to resolve complaints at school level.

The complaints procedure does not deal with the following areas, which are covered under separate policies: staff grievances or allegations against staff.

Definition of a complaint

A complaint is a clear expression of dissatisfaction, however made, by a person or persons with a legitimate interest in the school (but not being employed at the school) about the standard of teaching, the conduct, actions, or lack of action, of members of the teaching or non-teaching staff employed at the school and anybody else working under the direction of the Headteacher, which affects an individual or group.

Complaints about persons outside of school will initially be dealt with by the Headteacher as site manager, and then be referred to the appropriate authority.

It is left to the Headteacher's discretion to decide whether the gravity of an anonymous complaint warrants investigation.

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Receiving a complaint

A complaint can be received by any member of the school staff who should then inform the Headteacher of the nature of the complaint and the way in which it was dealt with.

Procedures

The complaint should be promptly referred to the Headteacher who will decide whether to delegate the investigation of the complaint to another member of staff or whether to undertake the investigation himself.

The member of staff investigating the complaint will ensure that a written acknowledgement is sent to the complainant. The acknowledgement will give a brief explanation of the school's complaints procedure and will give a target date for providing a response.

The investigator should speak or meet separately with all appropriate parties, including the complainant, in order to establish all the facts relating to the complaint. Where a child is involved, the child's parent / guardian should be notified and allowed to be present if wished.

Once all the relevant facts have been established to the satisfaction of the investigator, a written response to the complaint should be produced. This will include an outline of the complaint, the main findings of the investigation and the decision reached, and where appropriate, what action the school is proposing to take to resolve the complaint. Where the investigation has been delegated to a member of staff, the resultant report must be endorsed by the Headteacher.

The response should also inform the complainant that should they remain unsatisfied, they would have a right of appeal to the Education Department