

The background features a light blue gradient with several large, semi-transparent blue circles of varying sizes. Thin blue lines intersect diagonally across the page, creating a modern, abstract design.

# **Whartons Primary School**

## **Complaints Policy**

Date of Policy: Feb 2016

Member(s) of staff Responsible: Mrs Julia  
Dickson

Review Date: Sept 2017

## **Complaints policy**

### **Rationale/ Background/Context:**

This policy is adapted from the Leeds model policy.

**Aims:** This policy statement sets out the school's approach to dealing with parental and community concerns and complaints.

We set out brief details of the procedure on the following page, but further details of how we handle them are contained in our procedures document, The Whartons Otley Complaints Procedure, which you can obtain on request from the school office.

We value good home/school relations and will, therefore, do everything we can to establish and maintain them. This includes seeking to resolve any concerns or complaints promptly, and to the satisfaction of all concerned.

We welcome feedback on what parents feel we do well, or not so well, as a school. We will consider carefully all feedback, whether positive or negative, and will review our policies and practices accordingly.

We will treat all concerns and complaints seriously and courteously and will advise parents and others of the school's procedures for dealing with their concerns. In return, we expect parents and other complainants to behave respectfully towards all members of the school community. In particular, any disagreement with the school should not be expressed inappropriately or in front of pupils.

The school's procedures will be reviewed regularly and updated as necessary.

Staff and governors will receive training in handling parental concerns and complaints as appropriate. This may be on an individual basis, or as a group activity for all staff, or for specific groups, such as the office staff or members of the governing body.

Whilst we will seek to resolve concerns and complaints to the satisfaction of all parties, it may not be possible to achieve this in every case. We will, therefore, use our option to close a complaint before all the stages of the school's procedures have been exhausted, if this appears to be appropriate.

The government and the Local Authority (LA) advocate resolution of parental concerns and complaints at school level wherever possible, in the interests of maintaining good home/school relations. The role of the LA in advising parents and schools on the handling of concerns and complaints is set out in the school's procedures.

## **Brief summary of procedure**

The concerns from parent, carers and others are handled under the following three stages.

**Stage 1** To resolve the concern informally through contact at the appropriate level in school. The first point of contact should be your child's class teacher, or if a complaint by a member of the local community the headteacher. We will endeavour to see you, contact you by telephone or write to you, once we are aware of your concern. Any actions agreed will be communicated clearly and be confirmed in writing. We will normally update you on the progress of our enquiries within ten working days. If you are still dissatisfied your concern will become a formal complaint.

**Stage 2** Formal stage at which written complaints are considered by the headteacher or the chair of governors. Your written complaint should be addressed to the headteacher. If your complaint concerns the headteacher personally, it should be addressed to the chair of Governors. The complaint may be closed at this point

**Stage 3** Complaint to be heard by a panel of governors

If the complaint has already been through stage two and you are not happy with the outcome as a result of the way in which the complaint has been handled, you can take it further to a governors' appeal panel.

For more details, please request a full copy of the procedure from the School Office.