

Complaints Policy



Rationale

St John's and St Clement's School is committed to providing a high quality education for its pupils. The school's values are based on Christian principles of respect for the individual and of fairness and justice for all members of the school community.

At St John's and St Clement's School we believe that:

- pupils learn best if there is an effective partnership between school and parents
- all members of the school community are entitled to have their points of view heard
- unresolved complaints can result in unhealthy conflict
- complaints should be handled with high regard to confidentiality
- it is vital that there should never be any victimisation of a pupil as a result of a parental complaint

As a Church of England School, Christian values are at the heart of all we do. We value our relationship with parents and all members of the school and local community. If you have a concern we want to know about it so that it can be dealt with immediately. Most concerns can be dealt with easily and quickly but to ensure all concerns are handled effectively the Governing Body has adopted a complaints policy and procedure.

Aims

The aims of this policy are

- To reaffirm the partnership between parents, staff and governors as they work together for the good of the pupils in the school
- To ensure that it is easy for parents to inform staff and governors of any concerns they may have
- To ensure that staff and governors respond positively and quickly and in confidence to complaints from parents

The governing body of St John's and St Clement's School have agreed to follow the guidance in *Working Together* published by the Southwark Diocesan Board of Education and the London Diocesan Board for Schools in September 2001. This policy is a summary of that guidance and should be read in conjunction with it.

If you have a concern

We would like you to tell us about it so that we can talk with you and see how best to resolve your concern. The majority of concerns can be resolved informally by speaking to a member of staff. We welcome suggestions for improving our work in the school. Whatever your concern, please know that we shall treat it as strictly confidential.

Be assured that no matter what you wish to share with us, our support and respect for you and your child in the school will not be affected in any way; please do not delay telling us of your concern. It is difficult for us to investigate properly an incident or problem which is more than a day or two old.

After hearing your concern we will act as quickly as we can; we will let you know the timescale within which you may expect a response. Please allow time for any action we may take to be effective. Our procedure is in three stages outlined below:

What to do first (Stage 1 – informal)

Please contact your child's class teacher or other appropriate member of staff, and arrange a time when you can discuss your concern. It may be possible for you to see the member of staff straight away but normally it is better to make an appointment so that you can sit and talk things through. It may be possible to give a response immediately, but where any investigation or information is required, a response will be given within five days.

What to do next (Stage 2- Formal)

If you are still unhappy, ask for an appointment with the Headteacher within 10 school days of receiving a response under Stage 1. It is helpful if you can give a brief outline of your concern on the School's complaints form when you make the appointment. After your discussion with the headteacher you may have to wait a short time while investigations are carried out. Every effort will be made to resolve the situation as quickly as possible and the headteacher will send you a written response within 5 school days of your meeting. If it is not possible to respond within this timescale, the headteacher will tell you when you can expect a response.

If you are still unhappy (Stage 3- Formal)

The problem will normally be resolved by this stage. However, if you still have concerns and they have not been resolved you may ask for your complaint to be considered by the complaints panel of the Governing Body by writing to the Chair of Governors at The School. The complaints panel will be formed of three governors who have had no prior involvement in the complaint, they will listen to you, to the headteacher and, if appropriate, any others involved and come to a decision. You may bring a friend to the hearing if you wish.

The table below summarises the procedure:

Stage	Description	Timescale for receipt of complaint	Time limit for School's response
Informal Stage 1	Informal discussions with relevant member of staff and/or headteacher		As soon as possible but no later than 5 school days.
Formal Stage 2	Written complaint to Headteacher (or Chair of Governors if complaint is about the Headteacher)	Within 10 school days of receipt of response to stage 1	Acknowledge within 2 school days. Response normally within 5 school days.
Formal Stage 3	Governors' Complaints' Panel Hearing	Within 10 school days of receipt of response to stage 2	Hearing set up within 15 school days with 10 days' notice of meeting. Agenda and papers sent out 7 days in advance. Decision letter within 2 school days.

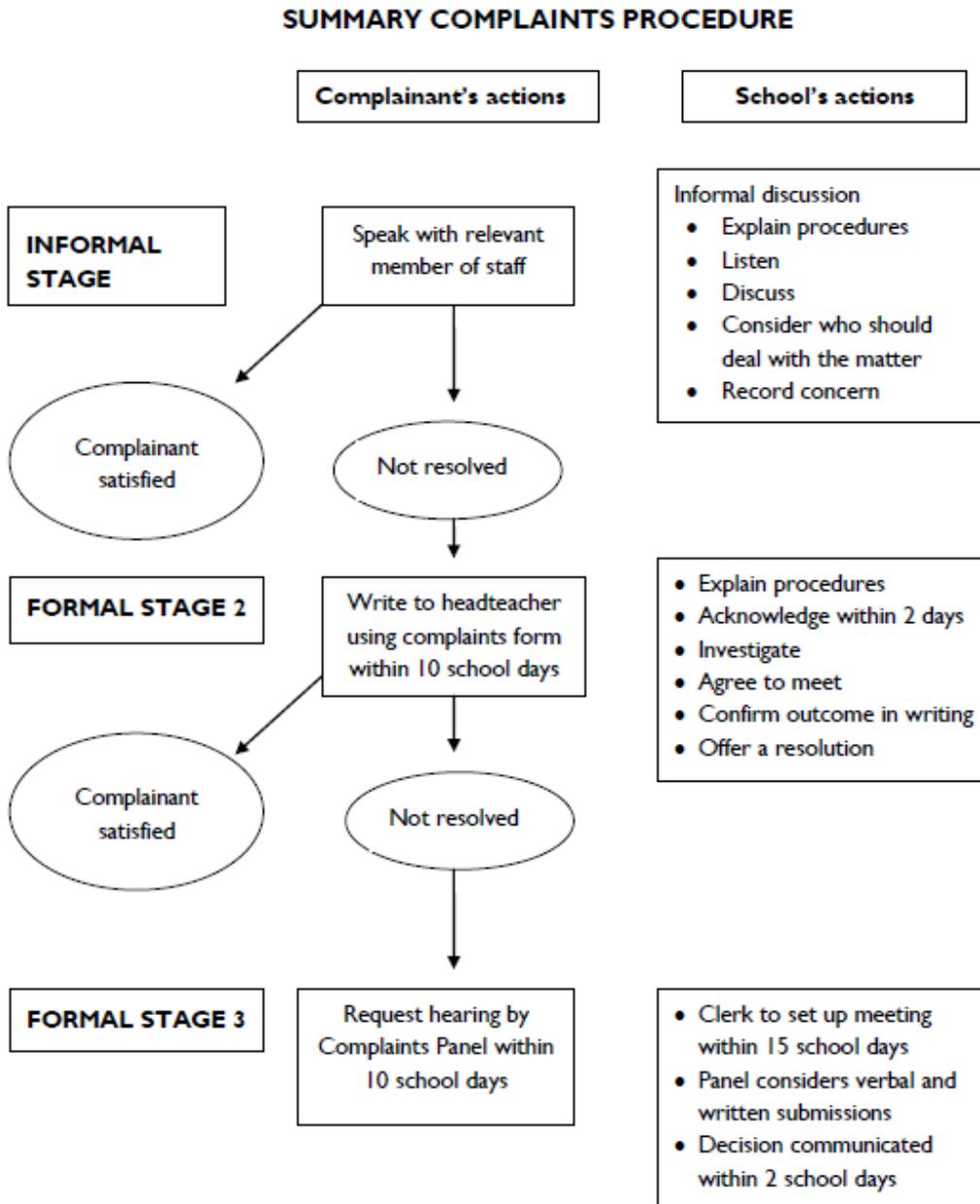
In all cases if any stage in the procedure is likely to take longer than publicised, parents will be informed of new timescales and the reasons for delay.

See appendix A for diagram of procedure

See appendix B for complaint form

Appendix A

Diagram of Complaints Procedure



Appendix B
Complaints form

COMPLAINTS FORM	
St John's and St Clement's CE Primary School	
When we receive a written complaint, we aim to acknowledge its receipt within 2 days and send a full or interim response within 5 school days.	
Name of complainant:	
Address:	
Postcode:	
Telephone (day):	Telephone (evening):
Email address:	
What is your concern and how has it affected you?	
Are you attaching any paperwork? If so, please list below:	
Have you discussed this matter with a member of staff before filling in this form? If so, who did you speak to and what was the response?	
What would you like to happen as a result of making this complaint?	
Signature:	Date:
Please return this form to The Headteacher via the school office	