



**Federation of  
Westminster  
Special Schools**  
Training & Outreach

# **Complaints Policy & Procedures**

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This document should be read in conjunction with DfE Departmental Advice 'Best Practice Advice for School Complaints Procedures' (6 January 2016).

[www.gov.uk/government/publications/school-complaints-procedures](http://www.gov.uk/government/publications/school-complaints-procedures)

## **Complaints Policy**

### **1. Introduction**

We believe that our school provides a good education for all our children, and that the Heads of Schools and all other staff work very hard to build positive relationships with all families. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

### **2. Aims and objectives**

Our schools aim 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.

### **3. The complaints process**

#### ***3.1 How to share a concern***

If, as a parent or carer, you are concerned about anything to do with the education that we are providing at your child's school, you should, in the first instance, discuss the matter with your child's class teacher. Most matters of concern can be dealt with in this way without the need to make a complaint. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem so that they can take action before the problem affects the child's learning and progress.

#### ***3.2 What to do if the matter is not resolved through informal discussion***

Where a parent or carer 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 Head of School. The Head of School considers any such complaint very seriously and will investigate each case thoroughly. Most complaints are normally resolved at this stage.

### ***3.3 Sharing a concern about the Head of School***

Should a parent have a complaint about the Head of School, they should make an appointment to discuss it with the Executive Headteacher, who will investigate it. The Executive Headteacher will do all they can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, they can make a formal complaint, as outlined below.

### ***3.4 How to take the matter further***

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

The Chair of Governors must consider all written complaints within three weeks of receipt. A Panel of Governors can be set up to discuss the complaint and invite the person making the complaint to attend a meeting, so that they can explain the complaint in more detail. The complainant is given at least three days' notice of the meeting.

After hearing all the evidence, the Chair of Governors (or Panel if one has been convened) will consider their decision and inform the parent or carer and school in writing. The Governing Board will do all they can at this stage to resolve the complaint to the parent's satisfaction.

### ***3.5 Who to appeal to next***

If the formal complaint is not resolved, a parent or carer may make representation to the Bi-borough Education Service (Local Authority). Further information about this process is available from the school.

A further meeting is then chaired by a person independent of the school who will consider all the evidence and will make a further judgment in an attempt to resolve the complaint.

### ***3.6 Final stage***

If any parent or carer is still not satisfied that the complaint has been dealt with properly, then they are entitled to appeal to the Secretary of State for Education.

#### **4. Monitoring and review**

4.1 The governors monitor the Complaints Procedure, in order to ensure that all complaints are handled properly. The Executive Headteacher logs all complaints received by the school and records how they were resolved. The Governing Board examines this log on an annual basis.

4.2 The Governing Board takes into account any local or national decisions and regulations that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.