

## COMPLAINTS POLICY

Date: September 2021

Meadowpark School hopes that at all times parents will be happy with the service provided. However, if parents have any complaints regarding their child's care and learning, it will be dealt with professionally and promptly to ensure that any issues arising are handled effectively to ensure the welfare of all children at Meadowpark.

If the concern relates to Safeguarding please refer to our Safeguarding Policy.

Our complaints procedure is outlined below:

### Stage 1 - Informal Resolution

If any parent should have cause for complaint or any queries regarding the care or learning provided by Meadowpark, they should in the first instance:

- take it up with the child's class teacher unless it concerns the class teacher if so the complaint should be made to the Headteacher, Debbie Brown by email: [brownd@meadowparkschool.co.uk](mailto:brownd@meadowparkschool.co.uk)
- If the complaint is about the Headteacher then the complaint should be made to the Safeguarding Governor - (Herminder Channa) who is a member of the Advisory Board.
- In our experience most matters of concern can be resolved positively in this way. If the class teacher cannot resolve the matter alone it may be necessary for them to consult a colleague.
- A complaint, at this stage, will normally be resolved within 7 days.
- The recipient of the complaint will make a written record of the complaint, any actions and the response, including the dates of receipt and response.
- An acknowledgement of such a complaint in writing will be acknowledged by telephone, email or letter within two working days of receipt during term time or within two working days of the first day of term or half term.
- All staff work very hard to ensure that each child is happy at school and is making good progress; they naturally want to know if there is a problem so that they can take action before it seriously affects the child's progress.

Where parents feel that a situation has not been resolved, or that their concern is of a sufficiently serious nature, they should complete a Complaints Form which can be collected from the school.

### Stage 2 - Formal Resolution

If the issue remains unresolved or the concern is of a sufficiently serious nature, then the complaint should be made to the headteacher in writing, using the school Complaints Form.

- The Headteacher will manage the investigation into the complaint.
- After considering the complaint, the Headteacher, will decide the appropriate course of action to take.

- In most cases, the Headteacher will speak with the parent concerned to discuss the matter.
- If possible, a resolution will be reached at this stage.
- It may be necessary for the Headteacher to carry out further investigations.
- The Headteacher will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headteacher is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and the parent will be invited to a meeting to discuss the outcome of the complaint. The parent will also be informed of this decision in writing.
- The Headteacher will also give reasons for their decision.
- A complaint, at this stage, will normally be resolved within 21 days.
- Please note that any complaint received within one month of the end of term or half term is likely to take longer to resolve owing to the presence of school holidays and the unavailability of personnel and the aim would be to inform any complainant of the outcome of an investigation and the resolution to the complaint within 21 days of the first day of term or half-term on site.

If the parent is still not satisfied with the decision, the parent should proceed to Stage 3 of this procedure.

If the complaint is against the Headteacher, a member of the Advisory Board will call for a full report from the person who is making the complaint and for all the relevant documents. A member of the Advisory Board may also call for a briefing from members of staff, and will in most cases, speak to or meet with the parents to discuss the matter further. If they are satisfied that, so far as is practicable, all of the relevant facts have been established, the parents will be informed of the decision in writing. They will give reasons for their decision.

### **Stage 3 - Panel Hearing**

If the parent seeks to invoke Stage 3 (following a failure to reach an earlier resolution) a panel will be informed from the Advisory Board. At least one member of the panel will not have been involved with the matters detailed in the complaint.

The panel will consider all written complaints within 28 days of receipt. It will schedule a hearing and invite the parent to attend so that they can explain the complaint in more detail. The parent will receive at least three days' notice of the hearing and may be accompanied by a relative, teacher or friend. Legal representation will not normally be appropriate.

After hearing all the evidence, the panel will consider their decision. The panel does all it can at this stage to resolve the complaint to the parent's satisfaction. The panel will inform the parent, the person being complained about and the headteacher about any findings and recommendations in writing, not later than two weeks after the panel hearing.

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

### **Confidentiality**

All records relating to complaints will be kept confidential except where the Secretary of State or a school inspector requests access. These records will be kept for three years.

### **Monitoring and Recording Complaints**

All complaints, informal or formal are recorded and kept on file, with a note of the stage at which they were resolved. This file is reviewed termly by the Headteacher and Charlotte Rowe, who is a member of the Advisory Board. This enables the school to continue to provide the highest level of education and care for the children by improving on any concerns raised.

### **External Contacts**

Ofsted can be contacted at Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Telephone 03001233155

Email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

### **Approval and Review**

The policy was reviewed by the Headteacher September 2021.

The renewal date is annually or earlier if there is a change in legislation.