



Dearne Street
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Headteacher
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COMPLAINTS PROCEDURE

Our school values its relationship with pupils and parents and the wider community and encourages those with concerns regarding their child's education or the service we provide to contact the school with aim of resolving the issue or concern.

However, where someone wishes to make a complaint it will be treated seriously and managed in a formal procedure.

- 1 The complainant should be given a copy of the Complaints Procedure and should submit their concern/complaint in writing or by using the School Complaint Form. Where a concern/complaint is received by telephone or in person then a record will be taken.

The letter/form of should contain as much detail as possible

- 2 The headteacher/chairperson will reply in writing within 5 days asking if this is a concern which can be resolved informally or a complaint which requires a formal investigation.

(Letter 1 to be sent to establish whether this is concern to be resolved informally or a complaint.)

If it is a formal complaint, this will be acknowledged in writing within a further 5 school days stating which member of staff/governor will be managing the complaint.

(Letter 2 to be sent if the complainant confirms that it is a formal complaint.)

- 3 Within a further 20 school days an investigation of the complaint will be undertaken.

- 4 Within 5 school days of completing the investigation the complainant will receive a copy of the report and decisions.

(Letter 3 to be sent including the invitation below)

- 5 The parent will be invited to attend a meeting to discuss the report at a time convenient to them. The purpose of the meeting is to explain what has been found not to amend the report, and hopefully to resolve the issue.
6. Irrespective of whether the parents attend a meeting, they have the right of appeal to a Governing Body Complaints Committee if they are dissatisfied with the outcome of the complaint.

7. Within 15 days of receiving a written request to appeal, the complainant will be offered two dates to meet with a Complaints Committee.

(Letter 4 to be sent plus copy of Complaints Committee procedure)

The decision of the Complaints Committee will be sent in writing by the clerk to the parent within one week.

The parent can submit a complaint to the Local Authority only on the grounds that the school did not follow its published procedure. The Local Authority will not investigate the parent's original complaint against the School however it may check that the school followed its published procedures.

Appeal to Committee of the Governing Body

Irrespective of whether the complainant attends a meeting s/he has the right of appeal to the Governing Body Complaints Committee if s/he is dissatisfied with the outcome of the complaint.

In order to make an appeal, the complainant must have grounds to do so, just disagreeing with the outcome is not sufficient.

Complainants are advised that the grounds for appeal are:

- (i) Not all the complaint was investigated properly or not all the issues were taken into account thus producing a flawed decision; or
- (ii) The person dealing with the complaint did not follow the school's published procedure; or
- (iii) The decision on the complaint does not reflect existing school policies or procedures.

The purpose of the appeal is not to reinvestigate the complaint, it is to ensure that the complaints procedure was implemented correctly and every issue within the complaint was thoroughly investigated.

It is important to note that some decisions that are made in school are the responsibility of the Headteacher.

A Complaints Committee will offer two dates for the meeting within 10 school days of the complainant informing the school they wish to appeal.

Following the meeting of the Complaints Committee the clerk will write to the complainant and the Headteacher/Chairperson informing them of the Committee's decision.

The decision of the Complaints Committee is final.

The parent can submit a complaint to the Local Authority only on the grounds that the school did not follow its published procedure. The Local Authority will not investigate the complainants original complaint against the School.

Where the complaint refers to the Headteacher, the Chairperson of the Governing Body will investigate the complaint.



School Complaint Form

COMPLAINANT'S DETAILS

Name: _____

Pupil's Name: _____

Relationship to Pupil: _____

Address: _____

Postcode: _____ Telephone Number: _____

The Complaint (Please give details of your complaint attach additional sheets if necessary)

Large empty box for writing the complaint details.

What would you like the school to do to put things right?

Signature

Signature of Complainant _____

Date _____

School Action

Date Received in school _____

Acknowledgement sent on _____

By _____