



# Fritchley CE (Aided) Primary School

## Complaints Policy

At Fritchley School, we strive to provide a good education for all our children. The Headteacher and staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents or guardians. We deal with all complaints in accordance with procedures laid down by the Local Authority.

Fritchley School aims 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. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

If a parent or carer is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience, most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school and making good progress. Teachers 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 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 Headteacher. The Headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved by this stage.

Should any parents have a complaint about the Headteacher, they should write informally to the Chair of Governors via school. They will do all they can to resolve the issue through a dialogue with the school, but if parents are unhappy with the outcome, then they can make a formal complaint, as outlined below.

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

The Governing Body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that they can explain the complaint in more detail. The school gives the complainant three days' notice of the meeting.

After hearing all the evidence, the Governors will consider their decision and inform the parent about it in writing. The Governors do all they can at this stage to resolve the complaint to the person's satisfaction.

If the complaint is not resolved, a parent can make representation to the Local Authority. Further information about this process is available from the school or from the Local Authority. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

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.

*Copies of the full Complaints Procedure are available on request from the School Office.*

**Review cycle:** Yearly

Reviewed: Nov 2021