

# Montgomery Infant School and Nursery



## COMPLAINTS PROCEDURE STATEMENT

### STATUTORY POLICY

#### OVERVIEW

From time to time there may be things which parents/ carers are worried about, not happy with or which they need explained more clearly. At Montgomery Infant School and Nursery we do our best to be accessible and to speak with parents as quickly as possible.

#### Stage One (Informal)

If parents are worried about any areas of school life, they should get in touch with the school, make an appointment and problems can be talked over. Our Office Staff can advise you of the best person to speak to. Hopefully this will resolve the situation quickly. However, if parents feel they need to make a complaint, there are more formal procedures for dealing with them.

#### Stage Two (Formal)

If it is a really serious complaint parents should telephone or write to Mrs Leung Headteacher. Parents should do this as early as possible and not leave the complaint until the routine parents' consultation evenings. Staff are always happy to do their very best to resolve difficulties and complaints.

#### Stage Three

When it has not been possible to resolve a problem through the 'Informal' procedures, then the formal procedure may be operated. The first stage of the formal procedure is the consideration of the complaint by the School Governing Body. The complainant may submit written evidence to the Governing Body for the attention of the Chair – Mr Peter Andrews, and will be invited to attend a meeting to discuss the issues. Please send to the Clerk (information below). A sample form has been added to the end of this document.

The Clerk to the Governing Body is Mr P Freeman, 2 Mellis Road, Thrandeston, Diss, Norfolk, IP21 4BU.  
Email: [philip.c.freeman@btinternet.com](mailto:philip.c.freeman@btinternet.com)

## **COMPLAINTS PROCEDURE**

### **Introduction**

This document sets out the school's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If you have any concerns about the school or the education provided, please discuss the matter with your child's class teacher at the earliest opportunity.

Please note that this procedure does not apply to issues concerning admission appeals, exclusion appeals, and decisions about your child's special educational needs or grievances by school staff. These are the subject of separate complaints procedures. Copies of these procedures can be obtained from the school.

All other complaints are handled by the school according to the arrangements set out below.

### **Aims and Objectives**

The school will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

### **Framework of Principles**

This policy will:-

- be easily accessible and publicised;
- be simple to use and understand;
- be impartial;
- be non-adversarial;
- allow swift handling with established time limits for action and keeping people informed of the progress;
- ensure a full and fair investigation by an independent person where necessary;
- respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation);
- address all points of issue, providing an effective response and appropriate redress, where necessary;
- provide information to the school's senior management team so that services can be improved

# FORMAL COMPLAINTS PROCEDURE

## First Stage: Informal

**Every effort should be made to resolve the difficulty informally in discussion with either the class teacher, a senior member of staff or the head teacher.**

## Second Stage: Formal HeadTeacher

If you feel that a concern has not been addressed through informal discussion with the class teacher, and you wish to have the matter formally investigated by an appropriate person from the school, please write to the head teacher outlining your concern.

If the matter is about:-

- the day-to-day running of the school
- the interpretation of school policies
- the actions or inactions of staff at the school

it will be formally investigated by the head teacher or a senior member of staff nominated by the head teacher.

If the matter is about:-

- school policies as determined by the governing body
- the actions or inactions of the governing body
- the actions or inactions of the head teacher

then you will be asked to complete a formal complaint form (a sample of which is at the end of this document). Please mark for the attention of the Chair of Governors and post to the Clerk (information on page 1)

## Third Stage: Formal Complaint - Governor Review

Your formal complaint will be investigated by the Chair of Governors or a governor nominated by the Chair of Governors.

The person carrying out the investigation will review the way in which the complaint has been handled by the school and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within 15 working days of receiving the complaint.

You will have the opportunity to submit written evidence on the complaint.

If it becomes apparent that the complaint is a disciplinary or capability issue, than the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. You will be notified if this is the case but you are not entitled to know which procedure or the final outcome

**Fourth Stage: Formal Complaint - Governor Hearing**

If you are not satisfied with the result from the Stage 3 review, you may choose to refer your complaint to Stage 4 of the procedure. This must be done in writing to the school within 15 working days of the completion of Stage 3.

If the complainant is not satisfied after the Chairman or nominated governor has completed that review at Stage 3, a panel of three governors will meet to consider the complaint and make a final decision about it on behalf of the governing body.

The panel will consist of governors who have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 working days of your request.

You will have the opportunity to submit written evidence on the complaint prior to the meeting of the panel and also to attend, accompanied by a friend/partner if you wish, to put your case. The head teacher will be given the same opportunities. The panel will write to you with its conclusion within ten working days of the meeting.

The decision of the panel is final. If you are not satisfied with the way the governors have dealt with this matter you may wish to put your complaint to the Secretary of State for Children, Schools and Families.

**Monitoring and Review**

The governing body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The head teacher logs all formal complaints received by the school and records how they were resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

**Availability**

A copy of this procedure is available to all parents on request and can be viewed on our website at [www.montgomery-inf.essex.sch.uk](http://www.montgomery-inf.essex.sch.uk)

Signed: ..... Date: .....  
CHAIR OF GOVERNING BODY

Signed: ..... Date: .....  
HEADTEACHER

**Reviewed:** May 2019  
**Review frequency:** Governing body free to determine.

## School Complaints Form



If you have tried unsuccessfully to take the matter further, please Headteacher. (If your complaint is against the Headteacher you will need to send the form to the Chair of the Governing Body).

resolve your complaint and wish to complete this form and send it to the

**Name:**

**Address:**

**Tel. No/Mobile:**

**Postcode:**

**Email:**

**Name of child:**

**Date of Birth of child:**

**What is your complaint about and what would you like the Headteacher to do?**

**When did you discuss your concern/complaint with the appropriate member of staff?**

**What was the result of the discussion?**

**Signed:**

**Date:**