

TUDOR COURT PRIMARY SCHOOL	
CONCERNS AND COMPLAINTS POLICY	



1 Introduction

- 1.1 We strive to provide a good education for all our children. The staff work very hard to build positive relationships with all parents. The school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedures that the school follows in such cases.
- 1.2 If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately. If the complaint is of a nature that a parent does not want to discuss with the class teacher an appointment should be made with a member of the Senior Leadership Team or the Headteacher.
- 1.3 If a parent is not satisfied with the outcome following a meeting/s with the headteacher they can appeal by writing to the Chair of Governors, as set out in the parental guidance re concerns and complaints.
- 1.4 We deal with all complaints in a fair and professional manner where confidentiality is important.

2 Aims and objectives

- 2.1 Our 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.

3 The complaints process

- 3.1 If a parent is concerned about anything to do with their child whilst in our school's care, they should discuss the matter with the member of staff most suited to understand the issue. This may be
 - The Class teacher
 - The Schools Special Needs Coordinator [SENCO]
 - The Children and Families support worker – attendance, issues relating to getting a child into school
 - The Year lead teacher
 - The Maths or English leads
 - The Assistant Head Teachers
 - The Deputy or Head Teacher

If you are unsure of who you need to speak to, please contact the class teacher or our Main Office who will advise you.

In our experience, most matters of concern can be resolved positively in this way. 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.

- 3.2 Where parents feel that a situation has not been resolved through a meeting or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with a senior member of staff. The Headteacher considers any complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.
- 3.3 If any parents have a complaint about the headteacher, the parent should send this written complaint to the Chair of Governors via the school office and this will be forward to them as soon as possible.
- 3.4 The governing body must consider all written complaints within three school weeks of receipt. It may arrange a meeting to discuss the complaint, and may invite the person making it to attend a meeting, so that they can explain the complaint in more detail. The school gives the complainant at least three days' notice of the meeting.
- 3.5 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 with joint satisfaction.
- 3.6 As an Academy the Local Authority will not be involved with complaints about this school. If you have followed this complaints procedure through to the Governor Body and you still feel that your complaint has not been resolved you may take your complaint to the Department Of Education. At the time of writing this policy the email address to find more information about this is www.gov.uk/complain-about-school.

4 Monitoring and review

- 4.1 The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school.
- 4.2 Governors take into account any local or national decisions 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.
- 4.3 This policy will be reviewed and updated as necessary.