

Varna Community Primary School Concerns & Complaints Policy



Approved: October '19
Review: October '21

General Principles:

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

Raising a concern or complaint

If a parent 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.

At Varna all teachers 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.

1. Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment, requested via the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage-your information/request may be recorded on **Form 1 if you prefer** and will be looked in to by the relevant person at this stage, such as the class teacher, Senior Lunchtime Organiser etc. **If telephoning the office to make appointments, you will be asked to give brief details of your concerns or what you require a meeting about, this is to ensure that the policy is followed and you are directed to the most appropriate person. All information taken by the school office is confidential.** The outcome will be fed back to you. Varna Community Primary School is committed to taking concerns seriously, at the earliest stage.

If you are still unhappy at this stage you should escalate this to the Phase Leader who oversees that phase of the school which your child is in;

EYFS: Mrs Collins

Key stage 1: Mrs Pickering

Lower Key stage 2 (Y3 & 4): Mr Hindmarsh

Upper keys stage 2 (Y5 & 6): Mr Crossley

SEND concerns should be directed to Mrs Cheetham.

In the case of serious concerns it may be appropriate to address them directly to the Head Teacher (or to the Chair of the governing body, if the complaint is about the Head Teacher).

If you are uncertain about who to contact, please seek advice from the school office or the Clerk to the governing body.

2. Formal Stage

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Headteacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Headteacher, your complaint should be passed via the office for the attention of the Chair of the governing body.

A Complaint Form is provided to assist you-**FORM 2**.

You should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents.

It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.

Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the Headteacher, or to the Chair of the governing body, as appropriate.

What happens next

- You will be notified your complaint has been received, this may be telephone or in writing (letter/email).
- The Headteacher (or Chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, if you wish, to assist you in explaining the nature of your concerns.

- It is possible that your complaint will be resolved through a meeting with the Headteacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure.
- The Headteacher will decide how the school intends to proceed with investigating the concern/complaint, including an indication of the anticipated timescale.
- The investigation will be carried out as soon as is reasonably possible.
- You will be contacted with the outcome of the investigation either over the telephone/inviting you in to school for a meeting or in writing.

If the complaint is about the headteacher, it will be investigated by the Chair of governors and one other person either from the governing body or the HR team.

3. Review process

If you are not satisfied with the manner in which the **process** has been followed, you may request that the governing body reviews the process followed by the school, in handling the complaint. Any such request must be made in writing to the clerk to the governing body, **within 10 school days** of receiving notice of the outcome, and include a statement specifying any perceived failures to **follow the procedure**. The procedure described below will be followed. A Review Request form is provided for your convenience.

3. Review Process

- You must complete the review request form-**FORM 3** within 10 school days of receiving notice of the outcome. It should include a statement specifying any perceived failures to follow the procedure.
- Any review of the **process** followed by the school will be conducted by a panel of three members of the governing body. This will usually take place within 10 school days of receipt of your request.
- The review will normally be conducted through a consideration of written submissions, but reasonable requests to make oral representations should be considered sympathetically.
- Following a review of the process followed by the school, the Review panel will write to you with the outcome of their review.
- The Governors appeal hearing is the last school-based stage of the complaints process.

Vexatious Complaints

Varna Community School policy seeks to limit the number of complaints that become protracted. However, there will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the chair of the GB is able to inform them in writing that the procedure has been exhausted and that the matter is now closed. If the complainant writes again on the same issue, then the correspondence may be recognised as **vexatious** and there will be no obligation on the part of the school to respond. It is important to note however that, should a complainant raise an entirely new, separate complaint, it must be responded to in accordance with the complaints procedure. It is not the complainant who is vexatious; it is the correspondence.



Varna Community Primary School

Message from Parent/Carer Form 1- Informal stage

Message for:	
Pupils Name:	
Class:	
Message From:	
Message given by pone/in person/email/letter:	
Relationship to Pupil:	
Contact Tel. No:	
Tone of Conversation/How Urgent?:	

Detail of Message:

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Message taken by:	
Date of Message:	
Time of Message:	
Message delivered (in person/telephone/email/tray):	
Date of Message Delivered:	
Time of Message Delivered:	

Action Taken:

<p>Signed: _____</p> <p>Date: _____</p>



FORM 2

Varna Community Primary School Formal Complaint Form

Please complete this form and return it to the school office or to the Head Teacher who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent/carer of a pupil on the school roll):

.....

Pupil's name (if relevant to your complaint):

.....

Your Address:

Telephone numbers

Daytime:

Evening:

E-mail address:

Please give concise details of your complaint, (including dates, names of witnesses etc...), to allow the matter to be fully investigated:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

School use:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:		
Date:		



FORM 3

Varna Community Primary School Complaint Review Request Form

Please complete this form and return it to Head Teacher (or Clerk to the governing body), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Your Address:

Telephone numbers:

Daytime:

Evening:

E-mail address:

Dear Sir

I submitted a formal complaint to the school on and I am dissatisfied by the **procedure** that has been followed.

My complaint was submitted to and I received a response from on

I have attached copies of my formal complaint and of the response(s) from the school.

I am dissatisfied with the way in which the **procedure was carried out**, because:

You may continue on separate paper, or attach additional documents, if you wish.

Number of Additional pages attached =

What actions do you feel might resolve the problem at this stage?

School use

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Request referred to:		
Date:		