



Complaints Procedure

Head teacher	Mr Matthew Knox
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Signature of Chair	Ms Rhona Dodds
Date for Review	July 2017

In order to investigate complaints as fully as possible, the Governing Body of Nether Edge Primary School have implemented a staged approach.

1. The First Stage

1.1 Dealing with Concerns and Complaints Informally

It is the aim of the school's procedures to resolve all complaints and concerns as early and as informally as possible. Parents and carers and their children need not only to be listened to but also to feel that they have been listened to.

The vast majority of concerns and complaints can be resolved informally. There are many occasions where concerns are resolved immediately. Parents must feel able to raise concerns with members of staff without any formality, either in person, by telephone or in writing. It may, on occasions, be appropriate for someone to act on behalf of the parent or carer.

It may be unclear as to whether a parent or carer is asking a question or expressing an opinion, rather than making a complaint. Similarly, a parent or carer may want a preliminary discussion or be seeking clarification of an issue in order to decide whether he or she wishes to take the matter further.

The school should inform staff that they have the right to advice or representation from their trade union at any stage of the complaints procedure once it becomes clear that a complaint is being made about a member of staff.

1.2 Procedures

- 1.2.1 Parents and carers will be given an opportunity to discuss their concern with the appropriate member of staff who will clarify the nature of the concern or complaint and reassure them that the school will hear the concern or complaint and attempt to resolve it at the earliest stage. The member of staff may explain how the matter or incident arose and the issues connected with it. It may be helpful at this point for the parent or carer to identify what outcome is expected.
- 1.2.2 If the complaint is about a member of staff, they will need to respond appropriately, taking into account the status and seriousness of the complaint. Hopefully, the matter can then be resolved immediately (see notes on **'How to Listen to Complaints'** at Appendix 1).
- 1.2.3 If the member of staff first approached cannot deal with the matter immediately, then they should make a clear note of the date, the name and contact address or telephone number given by the complainant. The Headteacher should be informed

accordingly.

- 1.2.4 All members of staff should be aware of the procedure for referring a complaint to the staff member having responsibility for the area about which a particular concern has been raised. They should also ensure that when a referral has been made, this is followed through.
- 1.2.5 Where the concern relates to the actions of the Headteacher, the complainant should be advised to contact the Chair of the School Governing Body. In such circumstances, it is recommended that a Governors Complaints Panel comprising three members of the School's Governing Body.
- 1.2.6 The member of staff dealing with the concern or complaint should make sure that the parent or carer is clear about what action, if any, or monitoring of the issue has been agreed, putting this in writing if this appears to be the best way of advising the complainant clearly about the resolution of the matter.
- 1.2.7 In instances where no satisfactory solution has been found within 10 school working days of the complaint having been made, parents or carers should be given clear information both verbally and in writing about how to progress their complaint and about any independent advice available to them.

2. The Second Stage

Referral to the Headteacher for Formal Investigation

2.1 Guidelines

- 2.1.1 At this stage, it will be apparent that a formal complaint has been registered and an appropriate response will be required. In some instances, the Headteacher will already have been involved in looking at the matter; in others, it will be their first involvement. In all instances, it will be helpful for the Headteacher (or other designated member of staff) to use these guidelines to ensure consistency and to ensure that regard is paid to the stages of the complaints procedure.
- 2.1.2 The Headteacher has responsibility for the implementation of the complaints procedure including decisions concerning their involvement at the various stages. A staged complaints procedure should ensure that more than one individual is involved in hearing and investigating the complaint.

2.1.3 The Headteacher should make arrangements to ensure that their involvement does not predominate at each stage of a particular complaint. Arrangements may be made for other staff to deal with parent and carer concerns at Stage 1, allowing for the Headteacher's involvement at Stage 2, should this be necessary. At any stage, the Headteacher may designate another member of staff to collect information and prepare a response.

2.2 Procedures

2.2.1 Formal complaints should normally be submitted in writing. The Headteacher (or designated member of staff) will acknowledge the complaint within 3 working days of receipt.

2.2.2 The school will be sensitive to the particular needs of parents or carers who may have difficulty in making a written complaint or for whom English is not their first language.

2.2.3 The acknowledgement should provide a brief outline of the school's complaints procedure and an expected date for the provision of a response. This will normally be within 10 school working days. If this proves to be unworkable, the complainant should be provided with an explanation for the delay and given a revised date for the provision of a response.

2.2.4 The Advice and Conciliation Service may become involved and enable an agreed way forward. A mediated meeting between the complainant and the school to discuss a solution may be suggested if both parties are in agreement. The aim here is to seek an early resolution to the complaint for the benefit of the child, parents or carers and the school. A complainant reserves the right to invoke more formal procedures should this be thought necessary to resolve matters.

2.2.5 The Headteacher should provide an opportunity for a complainant to meet with them in order to supplement any information previously provided. It should be made clear to the complainant that, if they wish, they may be accompanied at any meeting by a friend, relative or representative to speak on their behalf; and that interpreting facilities can be made available should this be necessary.

2.2.6 The Headteacher, or the person they designate, will, if necessary, interview witnesses and take statements from those involved. If the complaint concerns a pupil, the pupil should also be interviewed. In some instances, another member of staff

with whom the pupil feels comfortable may be asked to attend. It may be appropriate, depending on the circumstances, to invite a parent or carer to be present when the Headteacher interviews a pupil. The Headteacher should keep written records of all meetings, telephone conversations and other contacts made during the course of investigation of a complaint.

- 2.2.7 Once all relevant information has been gathered, the Headteacher will then formulate a written response to the complainant. The Headteacher may, additionally, suggest a meeting to discuss the complaint and seek a resolution. The written response should include a full explanation of the conclusion reached and the reasons for that conclusion. Where appropriate, this will include details of the action taken to resolve the complaint. If the complaint concerns a member of staff and action is to be taken against the member of staff concerned, the phrase 'Appropriate action has or will be taken' should be used.
- 2.2.8 The complainant should be advised that, should they find the Headteacher's response inadequate and they wish to take matters further, that they should notify the Chair of the School's Governing Body within 10 school working days of receipt. The Chair should arrange for a Governors Complaints Panel to investigate the complaint and would normally chair this panel, unless an alternative chair has designated by the Governing Body.

Where a complaint has been made against the Headteacher, arrangements should be made for the initial investigation to be conducted by a single Governor (usually the Chair or Vice Chair of the Governing Body) or a suitably constituted Governing Body Complaints panel who will undertake Stage 2 of these procedures.

3. The Third Stage

Appeal to the Chair of the Governing Body or Governing Body Complaints Panel

3.1 Guidelines

- 3.1.1 It is anticipated that complaints will rarely reach this stage. It is, however, important that should they do so, any appeal is not only independent and impartial but that it should be seen to be so. All complaints reaching Stage 3 will have done so because

the complainant has not been satisfied with the response provided by the Headteacher (or Chair of Governors if the original complaint had been about the Headteacher) at an earlier stage of the procedure. Therefore, governors who have had no prior knowledge of or involvement in the complaint must as far as is possible, handle any appeal.

- .3.1.2 As this is the last stage at which a resolution may be reached, every effort should be made to either mediate or conciliate. Parents or carers may therefore wish to seek assistance from the Advice and Conciliation Service, particularly if contact has not previously been made.
- 3.1.3 Appeals should normally be made in writing. In exceptional circumstances, the school may consider progressing a verbal complaint where there are believed to be sufficient grounds for doing so. The appeal should state clearly why it is felt that the complaint has not been resolved satisfactorily and, wherever possible, supported by documentary evidence or witness statements.
- 3.1.4 In the unlikely event of pupils needing to be interviewed, care will need to be taken to ensure that parental permission is obtained. In all instances a single governor should interview the pupil and parents or carers should be given the opportunity to attend but, if they are unable to do so, a nominated member of staff should accompany the pupil.

3.2 Procedures

- 3.2.1 Upon receipt of a written request by a complainant for the complaint to proceed to Stage 3, the procedures outlined below should be followed:
 - 1. The Chair of the Governing Body should write to the complainant acknowledging receipt of the written request.
 - 2. The acknowledgment should inform the complainant that the Chair of Governors or three members of the school's Governing Body, as appropriate, will investigate the complaint within 20 school working days of receipt of the request.
- 3.2.2 The acknowledgement should also explain that the complainant has the right to submit any further information or documentation relevant to the complaint. Any such documentation must, however, be received in sufficient time for

this to be sent to the Chair or Panel members charged with conducting the investigation.

- 3.2.3 If a Governors Complaints Panel is conducting the investigation, the Chair of Governors should convene a panel elected from members of the school's Governing Body. Panel members should be governors who have had no prior involvement with the complaint. Generally speaking, it is not appropriate for the Headteacher or other staff members to have a place on the panel. Governors may wish to bear in mind the advantages of having a parent or carer (who is also a governor) on the panel. Governors should be sensitive of issues of race, gender and religious affiliation and the make-up of the panel should, if possible, reflect the three categories of LA, Parent and Community governors.
- 3.2.4 The Chair should ensure that the Panel hears the complaint within 20 school working days of receiving the request. All relevant correspondence regarding the complaint should be given to each Panel member as soon as the composition of the Panel has been determined.
- 3.2.5 The Chair should write and inform the complainant, Headteacher, relevant witnesses and Panel members of the date, time and venue of the meeting, at least 10 school working days in advance. The details of the complaint available at that time should also be sent in writing to the Headteacher.
- 3.2.6 Notice of the Panel meeting sent to the complainant should also inform him/her of their right to be accompanied to the meeting by a friend, advocate or interpreter. This notice should also explain how the Panel meeting will be conducted and of the complainant's right to submit further written evidence to the Panel at least 5 school working days in advance of the meeting. The Chair should also invite the Headteacher to attend and prepare a written report for the Panel in response to the complaint.
- 3.2.7 The Headteacher may invite members of staff who have been directly involved in matters or issues raised by the complainant to respond in writing or, at the discretion of the Panel Chair, to attend the meeting in person. All concerned, including the complainant, should receive all relevant documentation, including the Headteacher's report, at least 5 school working days in advance of the meeting.

- 3.2.8 It is the responsibility of the panel Chair to ensure that the meeting is properly minuted.
- 3.2.9 The aim of the Panel meeting shall be to resolve the complaint and achieve reconciliation between the school and the complainant. It has to be recognised, however, that whilst the intention is to ensure that any complaint, which reaches this stage, is seen to have been treated seriously, it may not be possible to make recommendations that fully satisfy the complainant.
- 3.2.10 The Panel should be sympathetic to the fact that some parents and carers will not be used to dealing with groups of people in formal situations such as this and may, therefore, feel intimidated by the setting. It is suggested therefore that the Chair ensures proceedings are as informal as the circumstances allow.
- 3.2.11 Should either party wish to produce previously undisclosed or uncirculated documentation, it is in the interests of natural justice to adjourn the meeting to allow sufficient time for each party to consider and respond to this.
- 3.2.12 At Stage 3, the complainant and the Headteacher, together with and other staff who are involved with the complaint should be interviewed separately in order that the Panel can form a clear and independent view of the complaint. The interviews, which can be arranged to run consecutively, should allow for:
- The complainant to explain the nature of their complaint(s)
 - The Headteacher to explain the school's response to the complaint
 - Panel members to have an opportunity to question both complainant and Headteacher
 - All parties to have a right to call witnesses (subject to the approval of the Chair) and the Panel to the opportunity of questioning all witnesses
 - Parents and carers, Headteacher and staff to have the right of representation at the meeting if they so wish
- 3.2.13 The Chair should explain to the complainant and the Headteacher that the Panel will consider its decision and a written response sent to both parties within 15 school working days.

- 3.2.14 The Panel will consider the complaint and all the evidence presented and
- a) Reach a unanimous or at least a majority decision on the complaint
 - b) Decide upon the most appropriate course of action to be taken to resolve the complaint and
 - c) Where appropriate, suggest recommended changes to the school's systems or procedures to ensure that problems of a similar nature do not arise in future
- 3.2.15 Recommendations should be reported to the Governing Body at an appropriate time and a written statement outlining the decision of the Panel should be sent to the Headteacher and complainant. Should any action need to be taken against a member of staff, in order to protect their rights, the phrase 'Appropriate action has or will be taken' should be used.
- 3.2.16 Governors should ensure that a copy of all correspondence and accompanying notes are kept on file. These records should be kept separately from the pupil's personal records.

4. Further recourse

4.1 Referral to the Ombudsman

Parents and carers in Sheffield can go to the Local Government Ombudsman (LGO) if they feel they have an unresolved complaint and have suffered injustice as a result of the actions of a school.

- 4.1.1 Unless there are exceptional circumstances, the Ombudsman will not deal with a complaint unless the school has had a proper opportunity to consider it and respond.
- 4.1.2 Further information can be obtained by contacting the LGO Advice Team on **0300 061 0614**, by e-mail to advice@lgo.org.uk or by visiting their website at www.lgo.org.uk/schools. The address to which correspondence should be sent is **PO Box 4771, Coventry CV4 0EH**. Advisers will pass the complaint to a specialist team who will evaluate it and speak to the complainant before deciding how to proceed.

At any stage, the LGO can decide whether or not to pursue a complaint. If the decision has been made **not** to pursue a complaint, the complainant will be written to with an explanation of the reasons. If the complaint **is** to be pursued, the Ombudsman will write to the complainant and advise them

as to how it will be investigated. The aim is to reach a decision as quickly as possible, especially when time is an important factor. Both parties will be kept informed and will have an opportunity to comment on the thinking before a decision has been made. If recommendations are made, the governing body must consider the decision and respond. If dissatisfied with the response from the governing body, the LGO can require an 'adverse findings notice' to be published in the local press.

The LGO's prime focus in dealing with complaints about schools is the needs and best interests of the child and the continuing relationship with the school.

The LGO is **not** empowered to consider or investigate disciplinary matters involving an individual teacher or matters that affect all or most of the pupils at a school.

5 Advice and Reconciliation Service

5.1 This may be of some assistance to parents.

- 5.11 The Advice and Conciliation Service is an impartial Service based within Children, Young People and Families and aims to help all partners and agencies become more responsive to comments, complaints, criticisms and suggestions from parents and carers, young people and other service users. We aim to investigate and resolve issues through mediation and to promote conciliation towards resolving difficulties. The Service offers support to parents and carers who are dissatisfied with the service they have received from a school. We provide information, help and advocacy to parents, carers and others by suggesting approaches and ways of dealing with issues, to reduce the number of referrals that might otherwise become formal complaints. We provide
- Impartial information, guidance and support to parents, carers, schools and others relating to a range of educational issues.
 - Advice on rights, roles and responsibilities.
 - Advice on the procedures for making and responding to complaints and appeals for information.
 - Independent mediation and impartial support to parties involved in conflict. The Service also aims to raise awareness by:
 - Developing links and networks with schools, other agencies, professionals and organisations in order to raise awareness of parental concerns
 - Providing parents and carers with a wide range of information and training to ensure they are empowered to make informed

decisions about the education of children in their care.

5.12 **Contact:**

Children, Young People and Families

Level 7, West Wing,

Moorfoot

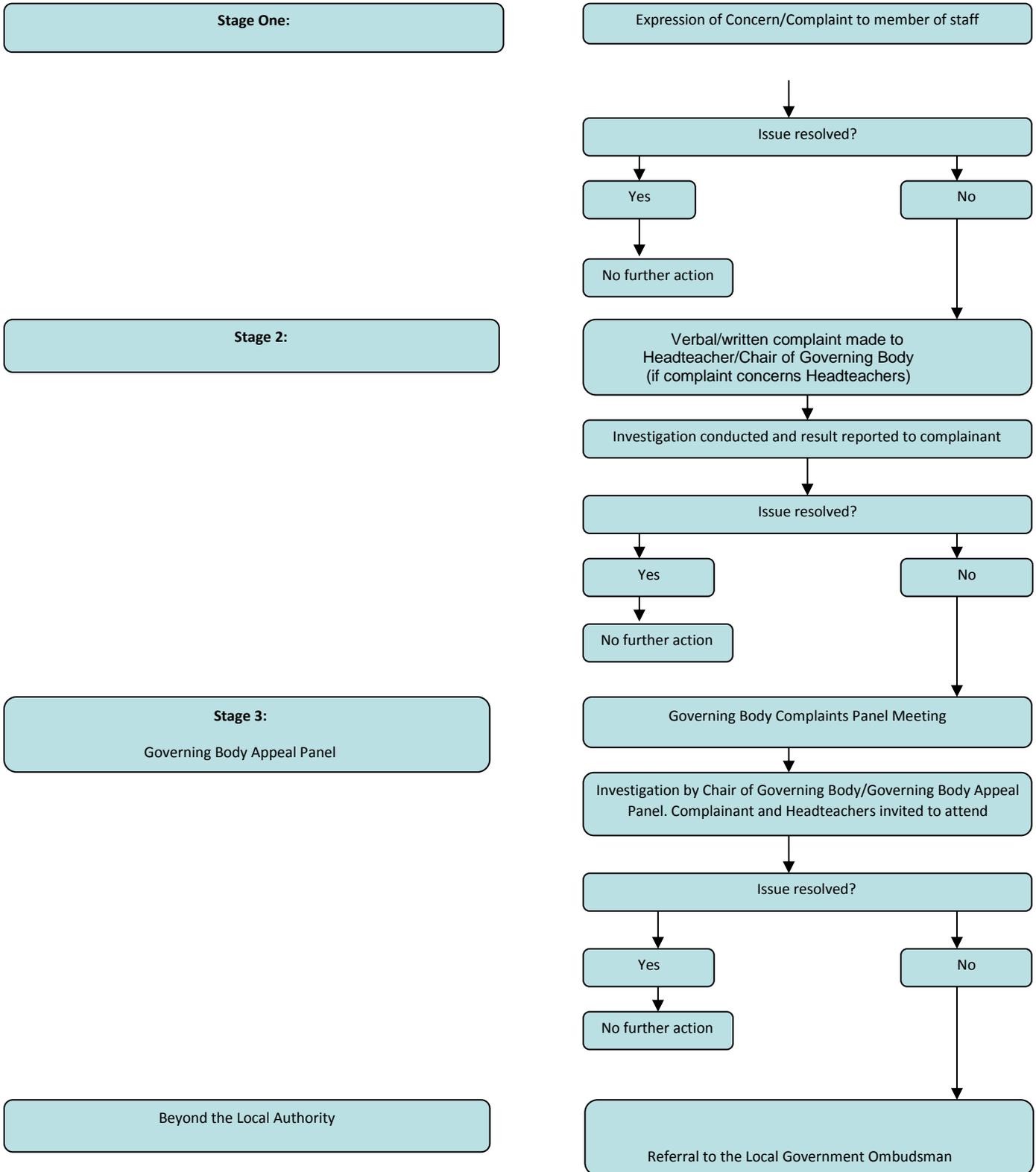
Sheffield S1 4PL

Telephone: 0114 2053938

Email: ed-adviceandconciliation@sheffield.gov.uk

Flowchart

Summary of Stages of Complaints



Your name:

Pupil's name:

Your relationship to the pupil:

School:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.

(Who did you speak to and what was the response)?

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

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

FOR OFFICIAL USE BY THE SCHOOL

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

Guidance on Listening to Complaints

As soon as you realise you are listening to a complaint, remember the following points:

- **Take responsibility**
Try not to keep transferring an angry person on from one place to another. Make sure you know the contact person for anything you cannot deal with yourself.
- **Don't be flippant**
First impressions count. You and the school may be judged on your immediate reaction.
- **Treat all complaints seriously**
However small or trivial an issue may seem to you, the complaint itself will be an important one for anyone who takes the trouble to complain.
- **Be courteous**
Be sympathetic and helpful, but do not blame other colleagues.
- **Say who you are**
If you are unknown to the complainant, introduce yourself.
- **Ask for their name and use it**
Anonymous complaints are acceptable only in exceptional circumstances.
- **Take time to figure out exactly what the problem is**
It is easy for someone to forget to tell you an important detail, particularly if they are upset or annoyed.
- **Don't take the complaint personally**
To an angry parent or carer, YOU are the school and the only one they can put their feelings to right now.
- **Stay cool and calm**
Do not argue with the complainant. Be polite and try to establish exactly what it is he or she believes the issue to be.

- **Check you are being understood**

Make certain that the parent or carer understands what you are saying. Avoid using jargon- it can cause confusion and annoyance to someone 'not in the know'.

- **Don't rush**

Take your time. Let the complainant have their say and let off steam if they need to. Listen carefully and sympathetically to their problem before replying and attempting to find a solution or suggesting the next step.