

Beaver Road Primary School

Complaints

Date	Review Date	Coordinator	Nominated Governor
April 2017	April 2018	Headteacher	Chair of Governors

Background

All Academies must have a Complaints Procedure.
The Complaints Procedure must meet standards set out in:

The Education (Independent School Standards) Regulations 2014 Schedule 1 Part 7

This Complaints Procedure also applies in the case of complaints made by people who are not parents of attending pupils.

This complaints procedure is available to parents/carers on the website.

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.

There are 3 stages to the Complaints Procedure

Informal Stage

In raising or making a complaint it is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by email, by phone 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 at this [Informal Stage](#).

In the case of serious concerns it may be appropriate to address them directly to the Headteacher (or to the Chair of the Governing Body (Paul Barker-Matthews p.barkermatthews@brps.net), if the complaint is about the Headteacher).

If you are uncertain about who to contact, please seek advice from the School Office (0161 445 9337), or the Clerk to the Governing Body (Jenny Adie jennyadie@iCloud.com)

A Meeting Request Form is provided to assist you.

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.

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If the complaint is about the Head Teacher, your complaint should be passed to the Clerk to the Governing Body, for the attention of the Chair of the Governing Body.

A Formal Complaint Form is provided to assist you.

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 Clerk to the Governing Body, as appropriate.

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. In any case you should learn in writing, usually within 5 days of the School receiving your formal complaint, of how the School intends to proceed. This notification should include an indication of the anticipated timescale.

Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.

Panel Hearing

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 of the formal complaint and include a statement specifying any perceived failures to follow the procedure.

The procedure described below will be followed:

Any review of the process followed by the School will be conducted by a Panel of three members of which at least one will be an independent member. The independent member must be independent of the management and running of the school. It is a matter for the school to identify suitably independent individuals who can fulfil the role and responsibility of being an independent member. The panel will consider the complaint and make findings and recommendations within 30 school working days of receipt of the panel hearing request form.

The complainant may attend a Panel Hearing and be accompanied if they wish. The findings and recommendations of the panel will be provided in writing to the complainant, Headteacher, Chair of Governors and, where relevant, to the person complained about.

A written record will be kept of all complaints that are made, whether they are resolved following a formal procedure or proceed to a panel hearing; and of the action taken by the school as a result of those complaints (regardless of whether they are upheld). All correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under Section 109 of the 2008 Act requests access to them.

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A Panel Hearing Request form is provided for your convenience.

Role of the Secretary of State, Department for Education

If the complainant is unhappy with the way in which a School has dealt with the complaint, they may be able to approach the Secretary of State, Department for Education (DfE) to intervene.

The Secretary of State has a duty to consider all complaints raised but will only intervene where the Governing Body has acted unlawfully or unreasonably and where it is expedient or practical to do so.

The DfE has set up a new website page for complaints. The link is:

https://form.education.gov.uk/submitform.php?self=1&form_id=cCCNJ1xSfBE&type=form&ShowMsg=1&form_name=Contact+the+Department+for+Education&noRegister=false&ret=%2Fmodule%2Fservices&noLoginPrompt=1

Vexatious, Serial & Persistent or Unreasonable Complaints

There will be occasions when despite all stages of the procedure having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the Chair of the Governing Body can inform the complainant in writing that the procedure has been exhausted and that the matter is now closed.

Headteacher:	David How	Date:	28 April 2017
Chair of Governing Body:	Paul Barker-Matthews	Date:	28 April 2017

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Meeting Request Form

I wish to meet *[name of teacher]* to discuss the following matter:

Brief details of topic to be discussed:
Dates/times when it would be most convenient for a meeting:

Your name:

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

Pupil's name (if relevant to the matter to be discussed)

Your address:

Phone numbers

Daytime:

Evening:

Email address:

Signed

Date

[Please complete this form and return it to the School Office]

School use:

Date Form received:

Date response sent:

Received by:

Response sent by:

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Formal Complaint Form

Please complete this form and return it to the School Office or to the Headteacher who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with School (e.g. parent 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?

Beaver Road Primary School

Signature:

Date:

School use:

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Complaint referred to:			
Date:			

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Panel Hearing Request Form

Please complete this form and return it to the Headteacher (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 *(date)* and am dissatisfied by the procedure that has been followed.

My complaint was submitted to:

and I received a response from: _____ on: *(date)*

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?

Beaver Road Primary School

Signature:

Date:

School use

Date Form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by:

Request referred to:			
Date:			