



## Complaints Procedure

At Hemington Primary School, we all work very hard to build positive relationships with all parents. Our aim is to deal with issues and problems before they become a 'complaint'. However, there is a clear protocol to follow if a complaint is necessary and the steps to follow and their outcome are outlined in this document. We promise that in dealing with a complaint, we will always be fair, open and honest and will deal with them as swiftly as possible. Our focus will always be on the child and what is best for them. The school is responsible for resolving complaints within a reasonable time allowing for school holiday periods.

The procedure to follow if a complaint is deemed necessary:

### **Step 1**

The first step is to try and resolve the problem informally with the school. Refer the matter in the first instance to the class teacher unless it relates to a whole school issue. This will often generate an immediate or early response which will resolve the concern.

### **Step 2**

If you have concerns about a whole school issue or about something which has happened at school which has not been resolved by Step 1, the Headteacher of the school will need to know. Unless the matter is extremely urgent, it is helpful to give details in writing or ask for an appointment to discuss the problem. This gives the Headteacher time to make enquiries and consider any appropriate remedies. Most complaints can be dealt with at this level. It is advisable to be clear about what the concern is and how the school could assist you in this matter.

### **Step 3**

If matters have not been resolved, the next step is to write down details of your complaint and send these to the Chair of Governors of the school. Correspondence for the Chair can be forwarded via the school office or sent to the Governor Development Service, Children and Young People's Service (address in the Contacts Section of LCC website) who are able to forward any correspondence to the Chair's home address. You should expect to receive an acknowledgement of your correspondence from the Chair of Governors and they should be able to resolve the complaint either by telephone, in writing or by arranging a meeting.

### **Step 4**

If, after the Chair of Governors has investigated your complaint, you are still not satisfied, then you can ask the Chair to call together a Governors' Complaints Panel. This panel is made up of governors who have no previous knowledge of the complaint. It will hear all the facts and make a decision about the complaint. The aim of the panel is to impartially resolve the complaint and the panel may invite the complainant and other interested parties to meet the panel. This is at the discretion of the panel. All parties will be notified of the decision of the panel in writing. The governors' complaints panel is the last school based stage of the complaint process. Further Action If you feel that the procedures followed in dealing with your complaint were incorrect, you can ask the Secretary of State for Education to investigate the way in which your complaint was handled. The Secretary of State will not intervene or make a decision on the nature of the complaint or the decision outcome; he/she will look to ensure that the school's governing body followed their own rules and policies and may ask the school to revisit the complaint.