

Children and Young People's Service

**Burton Leonard Church of England (VC)
Primary School**

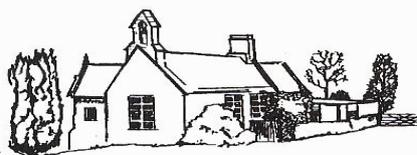
**GENERAL COMPLAINTS
PROCEDURE**

NYCC November 2014

Policy adopted: September 2015

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Burton Leonard Church of England (VC) Primary School



Complaints Policy

Background

The Education Act 2002 requires Governing Bodies of schools to have a procedure to deal with complaints about the school and any facilities or services that the school provides. The procedure must also be publicised.

From 31 July 2012 under section 45 of the Education Act 2011 the duty on Local Authorities to consider complaints about the curriculum, sex education and religious worship in maintained schools was removed.

Also, from 1 August 2012 complaints about maintained schools not resolved by the school that would have been considered by the Local Government Ombudsman or the local authority should now be addressed to the Secretary of State for Education. The school has accordingly adopted a complaints procedure in accordance with the following principles.

The Complaints Procedure covers all staff and services etc. offered by the school. It also covers Governors and the Full Governing Body where appropriate*.

Definition of a Complaint

A complaint is any expression of dissatisfaction about the school and any community facilities or services that the school provides.

Principles of the Procedure

Informal resolution – If possible, complaints will be resolved through informal discussion and negotiation.

The procedure will be easy to understand and to use – the language will be simple and can be made available in different languages and formats where necessary.

Publicity and accessibility – The procedure will be well publicised and easily accessible to all via:

- ✓ posters;
- ✓ leaflets sent out with other school material;
- ✓ information in the School Prospectus;
- ✓ on the school website at: <http://www.burtonleonard.n-yorks.sch.uk/>
- ✓ information at parents' days, and at other appropriate school events.

Impartiality and confidentiality – all complaints will be dealt with impartially and subject to the need to investigate the matter fully, in confidence.

Time limits – complaints will be dealt with within clear time limits and everyone will be kept fully informed within 10 days of the complaint.

Support – complainants will be encouraged to be supported by a friend or adviser.

Full and fair investigation –

- a. the complaint will be fully investigated;
- b. if necessary and at the discretion of the Chair of the Governing Body an independent person will be appointed by the Chair to conduct the investigation;
- c. the principles of fairness and impartiality will be fully observed at all times.
- d. If the complaint is justified appropriate redress will be offered.

Addressing any problems – any issues identified through the investigation of the complaint as requiring action will be addressed.

Support for staff – staff will be given the same level of support as the complainant.

Anonymous complaints – Will be investigated but only insofar as it is possible and practicable.

Vexatious complaints – will be assessed to decide whether any new issues have been raised. If so then these will be investigated in accordance with the Complaints Procedure.

Training – all staff will be briefed in handling complaints to seek to ensure that a consistent approach is taken to all complaints received.

Persistent complainants – complaints will be thoroughly investigated but will not be re-opened unless relevant new issues are brought forward.

Monitoring – the Head teacher will keep records of all complaints and will report to the Governing Body on a regular basis.**

Review

This Policy shall be reviewed by the Governing Body every three years.

Adopted by Burton Leonard Church of England (VC) Primary School Governing Body on 16.9.15

Date for Review: September 2018

**** This will be for monitoring purposes only and will present an overview of the types of complaints and data in terms of numbers etc. No details should be given in respect of names or other identifying features.**

***Where a complainant wishes to complain about a governor or the FGB they should be asked to write to the Clerk. If the complaint is about one governor the Chair will investigate or another governor if the complaint is regarding the Chair. The Appeal Panel can be used for the third stage where necessary. If the complaint is about the FGB the Clerk will contact the LA for support.**

Amanda Tounson

