



Complaints Procedure

Rationale

At Coleridge Primary School we aim to ensure all parent queries and concerns are dealt with as quickly and effectively as possible. This policy applies to all complaints raised other than those relating to admissions and exclusions, which have their own procedures.

Initial concerns

You should speak to your child's class teacher as soon as you have a concern. This can be at drop off or pick up each day, or you can contact the school office requesting a teacher calls you to discuss the matter. Problems and concerns are dealt with at the first point of contact, as promptly as possible and in an informal way. At Coleridge the order of raising a concern or query with regard to your child is to speak to the class teacher first who may also involve the Year Team Leader for guidance. If the class teacher or Year Team Leader is unable to resolve the concern then it may be passed onto a member of the school's Senior Leadership Team for investigation. Other queries or concerns, such as lost property or online payments should be brought to the office staff in either school office where it will be passed onto the appropriate member of staff.

Formal complaints

If a concern has not been satisfactorily resolved informally, then parents should put this into writing to the Headteacher head@coleridgeprimary.net (or the Chair of Governors if the complaint is about the Headteacher) who will investigate and provide a written response within 10 working days. If following this, the complainant is not satisfied then the complaint should be raised with the Chair of Governors of the school, Ms Sam James, chair@coleridgeprimary.net who will respond within 10 working days in writing after investigating the concern. If the complainant is not satisfied with the response of the investigator, she/he may request that the complaint be considered by the Complaints Panel of the Governing Body which will comprise at least three governors who have not previously been directly involved in the matter. That request must be in writing, addressed to the Clerk to the Governors, within 10 school days of the response being sent to the complainant and must set out briefly the reasons why the complainant is dissatisfied with the response.

Complaints panel

Copies of all the relevant documentation will be provided to the panel at least 5 days in advance of the agreed date for the hearing. All parties involved may be accompanied by a representative or friend and may call witnesses. The panel will operate according to the laws of natural justice and will have an independent clerk. A hearing is not a court case and should be conducted in an informal way enabling all parties to feel comfortable and present their case. The panel will ask all parties to present their case and may ask questions. Following on from the hearing the panel will withdraw to make a decision on the findings and make recommendations of how to move forward. These will be put in writing and copied to all parties involved. If a complaint is to be investigated by a panel of governors the whole procedure should be undertaken within 40 school days to ensure swift resolution.

The school follows the "Best Practice Advice for School Complaints Procedures 2016", published by the DFE.

November 2016