

MAKING A COMPLAINT - INFORMATION LEAFLET

LANGTON PRIMARY SCHOOL

Bringing your concern or complaint to the attention of the school

Introduction

This leaflet explains how you may complain about the school or any facilities or services that the school provides

Will I have to fill out any forms?

You do not need to fill out any forms to discuss your concern or complaint with either a member of staff, the Headteacher or the Chair of the Governing Body. If you are not satisfied with the outcome of your discussions you can then submit a formal complaint and this will have to be done in writing. The school's Complaints Procedure (see below) will tell you how to proceed and it includes a simple form to complete if you wish.

How do I let the school know that I have a concern or complaint?

Contact your child's tutor and let the school know as soon as possible that you have a concern or a complaint and give the school the opportunity to investigate the matter properly. Most concerns or complaints can be sorted out this way. Remember, do not leave it too long to report your concern because it can be difficult to investigate something that happened some time ago. It is also helpful if you can provide a short written statement of your concern or complaint. This will help to avoid any misunderstanding and provides a written record of your concern or complaint.

I think that my concern or complaint should be looked at by the Headteacher or the Chair of the Governing Body

Telephone or call at the school office and ask to make an appointment to see the Headteacher or the Chair. You will be able to take a friend or an adviser with you to the meeting but it is courteous to tell the Headteacher or Chair that you will be accompanied. The Headteacher/Chair may also wish to be accompanied at the meeting.

What if my complaint is about the Headteacher?

You will need to write to the Chair of the Governing Body at the school and explain your complaint. The Chair will investigate your complaint. This may include meeting with you. You may be accompanied at any meeting by a friend or adviser but it is courteous to tell the Chair that you will be accompanied. The Chair will then write to you with the outcome of his/her investigations.

What happens if I make a formal complaint?

The Headteacher or Chair or designated member of staff will investigate your complaint fully. This may include meeting with you to discuss the matter. You may be accompanied by a friend or adviser to any meeting. Once the investigation is completed you will be informed of the outcome in writing.

What if I am not satisfied with the outcome of the investigation?

You can write to the Clerk to the Governing Body at the school and ask that your complaint be considered by the Complaints Appeals Committee of the Governing Body. The Committee will not include any governor who was involved in the prior investigation of the complaint or who has prior knowledge of the complaint. The Clerk to the Governing Body will arrange a hearing by the committee and you will be invited to attend the hearing (with a friend or adviser) to explain your complaint.

The Clerk will write to you and make sure that you are kept fully informed and guide you through the procedure.

After the hearing the Chair of the committee will write to you and let you know the committee's decision.

If I am still not satisfied is there anything else that I can do?

Once the committee has made its decision then that is the final step in the school's Complaints Procedure. If you feel that the governing body has acted or intends to act unreasonably or that it has failed to discharge its duties then you can write to the Department for Education, Castle View House, East Lane Runcorn, Cheshire, WA7 2GJ.

Occasionally a committee may ask the Local Authority to review the process it undertook to resolve the complaint. The powers of the Local Authority are limited to looking at the process and expressing a view about the complaint and any means of resolving it. You will be informed if the committee decide to do this.

Exceptions to the Procedure

This procedure does not cover those areas of school life for which other procedures exist including:

	For further information contact:-
(a) staff grievance and capability procedures	Human Resources
(b) staff disciplinary procedures	
(c) child protection investigations	
(d) admission appeals	Local Area Office
(d) exclusion appeals	Local Area Office – Behaviour Support Service
(e) appeals against the decisions of the LA about a child's special educational needs and provisions	Local Area Office – SEN Officer

Complaints involving the following areas:	
(f) Human Rights	Schools are recommended to seek advice from Legal Services at County Hall.
(g) Race Relations	
(h) Sex Discrimination	
(i) Disability Discrimination	
(j) Age Discrimination	

Langton Primary School

COMPLAINTS PROCEDURE

Informal Stage

Anyone with a concern about any aspect of the school is encouraged to raise their concern, either personally or through someone else, with their child's class teacher, a senior member of staff or with the Headteacher. Everything possible should be done at this stage to resolve the matter.

If the concern cannot be resolved by informal means then the person expressing the concern will be told of the option of pursuing a formal complaint and be provided with a copy of this procedure.

Formal Complaint – Stage One – Investigation by a designated member of staff/Headteacher¹

Formal complaints must be detailed in writing (a complaints form is attached for this purpose). To ensure that the complaint is properly investigated it must be as clear as possible. If necessary clarification will be sought from the complainant about any aspect of the complaint which is unclear. If a complainant requires help to put their complaint in writing then they will be offered the opportunity to meet with the designated member of staff/Headteacher who will make a written note of the complaint and agree it with the complainant.

- The designated member of staff/Headteacher will send an acknowledgement within 5 working days of receiving the written complaint and will confirm:
 - details of the complaint to be investigated;
 - who will be investigating the complaint;
 - that a substantive response to the complaint will be given within 20 working days of receipt. If this timescale cannot be met an explanation will be given with a revised timescale;
- The complaint will be recorded;
- The designated member of staff/Headteacher will investigate the complaint in accordance with the principles of the Complaints Policy;
- The designated member of staff/Headteacher will write to the complainant within 20 days of receipt of the complaint (or by date given in the acknowledgement letter) and advise him/her of the outcome of the investigations.
- If the complaint is upheld the complainant will be informed accordingly and given an indication of the steps that will be taken to put matters right. The school will seek guidance from Legal Services at County Hall before making any admissions which may lead to a legal claim. If, on the basis of the information available, it is not possible

¹ If the complaint is about the Headteacher then the complaint should be dealt with by the Chair. In the event of the complainant remaining dissatisfied the complaint should then proceed to stage three.

to arrive at a definitive decision on the complaint the complainant will be informed accordingly with the reasons why;

- The complainant will also be informed that if they are dissatisfied with the outcome of the investigation then they have the right to appeal against the outcome to the Chair of the Governing Body and how to do it.

Formal Complaint – Stage Two – The Chair of the Governing Body

Requests for a stage two investigation must be in writing and addressed to the Chair of the Governing Body at the School.

- The Chair will send an acknowledgement within 5 working days of receiving the request and tell the complainant that a substantive response to the complaint will be given within 20 working days of receipt. If this timescale cannot be met an explanation will be given with a revised timescale;
- The request will be recorded;
- The Chair will investigate the complaint in accordance with the principles of the Complaints Policy;
- The Chair will write to the complainant within 20 days of receipt of the complaint (or by date given in the acknowledgement letter) and advise him/her of the outcome of the investigations.
- If the complaint is upheld the complainant will be informed accordingly and given an indication of the steps that will be taken to put matters right. The Chair will seek guidance from Legal Services at County Hall before making any admissions which may lead to a legal claim. If, on the basis of the information available, it is not possible to arrive at a definitive decision on the complaint the complainant will be informed accordingly with the reasons why;
- The complainant will also be informed that if they are dissatisfied with the outcome of the investigation then they have the right to appeal against the outcome to the Complaints Appeals Committee and how to do it.

Formal Complaint – Stage Three – Complaints Appeals Committee Hearing

Requests for a stage three hearing must be in writing and addressed to the Clerk to the Governing Body at the School.

- the Clerk will acknowledge the request within 5 working days of receiving the request
- The Clerk will ask the investigator at Stage 1 to attend the hearing to present the school's case.
- if written submissions are to be made by the Headteacher they should be submitted to the Clerk at least 10 working days before the hearing to enable copies to be provided to the committee, the complainant and any other relevant parties.

- At least 7 working days prior to the meeting the clerk will:
 - notify all parties of the date, time and place of the hearing;
 - provide all parties with a copy of any written representations submitted;
 - provide all parties with details of the format of the hearing;
 - ask the parties whether they have any particular needs for the meeting e.g. induction loop, translator etc;
 - confirm who will be in attendance at the hearing or whether they wish to rely upon written submissions.
- Within 5 working days following the hearing the clerk shall:
 - inform all the parties concerned in writing of the decision(s) of the Committee;
 - if the Committee has agreed to request the LA to review the process by which the committee arrived at its decision then all parties will be informed of this
- the complainant will also be informed that if he/she remains dissatisfied then they may write to the Department for Education, Castle View House, East Lane, Runcorn, Cheshire WA7 2GJ.



Langton Primary School
Langton
Malton
YO17 9QP

It will help us if you use this form to make your complaint but please write a letter if you prefer, covering all the points on the form. Please continue your answers on a separate sheet if there is not enough space on this form. When you have filled in the form, send it to The Headteacher (insert name and address of school) if you need any help completing this form please contact the Headteacher.

We will only process your personal data in order to respond to your complaints. In general it will be used for administrative and statistical purposes.

Your name	Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Other		
	First name (BLOCK CAPITALS)		
	Surname (BLOCK CAPITALS)		
Your address			
Daytime tel. no.		Mobile tel. no.	
Email address			
Do you have any special requirements, for example if English is not your first language, disabilities?			

Have you contacted the school about this matter before? Yes ☐ No ☐

If yes, who did you contact, when and how?

Have you received a reply? Yes ☐ No ☐

If so, when was this?

How would you like to see the matter resolved? Please use additional sheets if required

If you have any documents to support your compliment, comment or complaint, please send them with this form. Please tick the box if you would like them returned to you. ☐

We will send an acknowledgement within 5 working days of receiving your communication and will tell you what is happening. If a further response is required, this should reach you within 20 working days.

FOR OFFICE USE ONLY

Complaint reference

Date
Received

Acknowledgement
sent

Substantive reply sent