

Stanton St Quintin Primary School, Stanton St Quintin, Wiltshire. SN14 6DQ			
Name of Policy	PROCEDURES FOR DEALING WITH CONCERNS OR COMPLAINTS		
Last Reviewed	May 2018	Reviewed by	Head Teacher
Approved by	Governing Body May 18	Owned by	S&S
Next review	May 2021		

## PROCEDURES FOR DEALING WITH CONCERNS OR COMPLAINTS

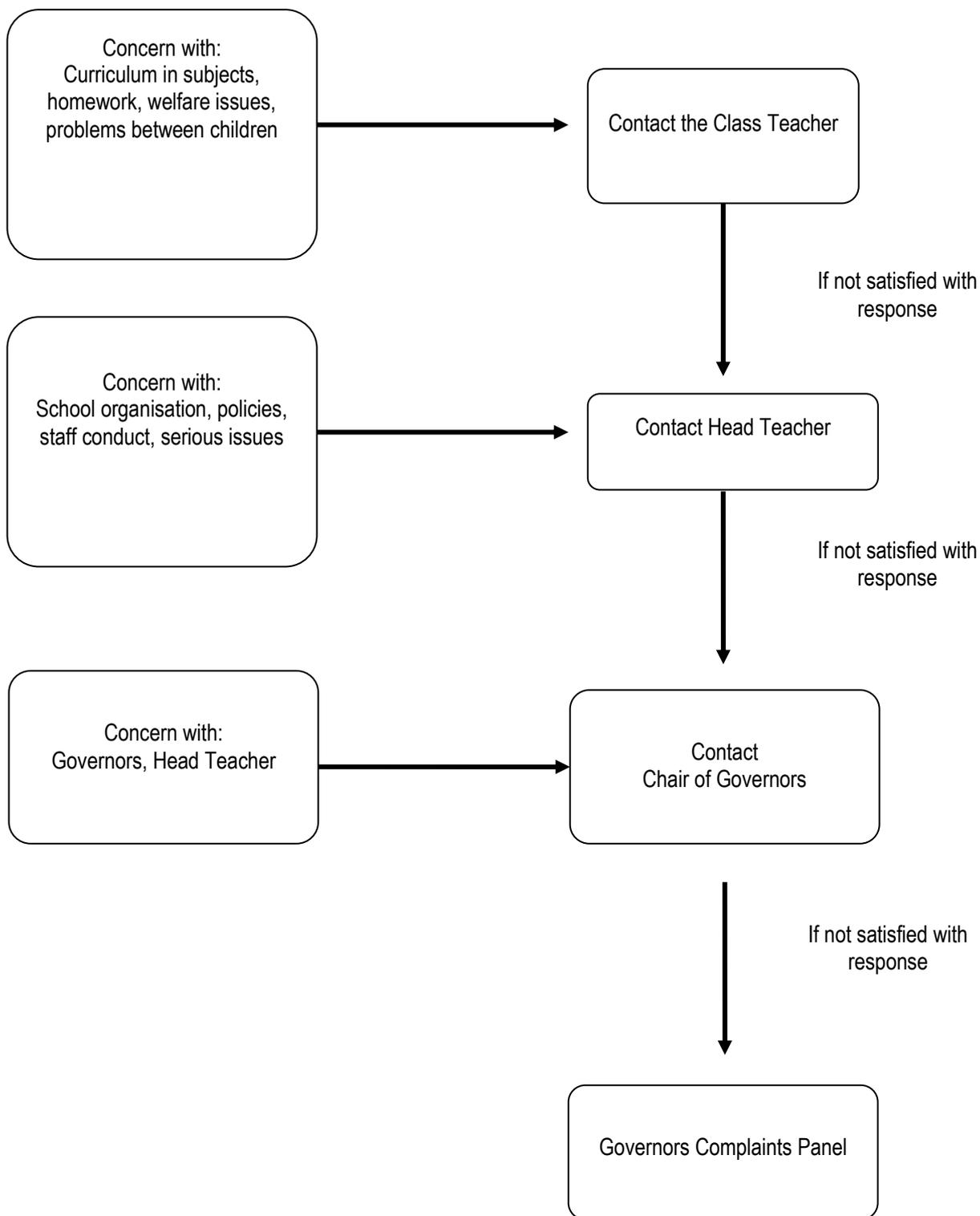
If any member of staff, a parent/carer or any other member of the local community has a concern or complaint against the school, this is the procedure to follow:

### ***When to contact us:***

Whenever you are concerned about something at school or wish to complain. We regret we cannot deal with complaints made anonymously.

***Why?*** We want a supporting partnership between the school, children, parents and the local community where problems are resolved for the mutual benefit of all concerned. Concerns and complaints will always be taken seriously.

***How?*** Make an appointment or telephone 01666 837602 if the matter is urgent.



**Response:** Acknowledgement (normally three working days maximum) with indication of time wanted for investigation (if needed) and reply.

There is no formal procedure for praise. If you feel that something has been done especially well, please feel free to let us know. It is helpful to know, which aspects of our school are particularly valued by parents.

## PROCEDURES FOR DEALING WITH CONCERNS & COMPLAINTS

1. The person receiving the concern or complaint will:

- Listen sympathetically to the complainant;
- Offer an immediate acknowledgement verbally or within three working days in writing;
- Decide, in consultation with others if necessary, to whom the concern or complaint should be referred;
- Ensure that all relevant information is passed to the person investigating immediately.
- Indicate to the complainant what action will be taken, by whom and by when;

2. The person(s) investigating the concern or complaint will:

- Ensure that a thorough and fair investigation is carried out;
- Consult appropriately;
- Maintain confidentiality;
- Involve other agencies, e.g. the Police, Social Services, etc. as appropriate.

If the complaint concerns a member of staff, that person has the right to be informed immediately, be given the opportunity to put their side of the case, be kept informed of progress in the investigation and of the outcome.

3. Deciding what action to take:

The complainant will be informed of the outcome of the investigation as soon as reasonably possible.

If the person(s) investigating the concern or complaint finds that there is a case to answer, the following should be given verbally or in writing:

- An apology;
- An explanation;
- An action to put things right.
- An explanation of steps taken by the school to prevent a recurrence;
- An undertaking to review school policies in light of the complaint.

If there is no case to answer, the complainant will be informed verbally or in writing. (He/she will also be informed to whom reference can be made if the outcome is not thought to be satisfactory). Should the complainant feel dissatisfied with the outcome and wish to take the matter further, advice will be given.

4. Keeping records – the person(s) investigating will ensure that:

- Careful records are kept of the investigation;
- The complaints are written in the Head's Day Book;
- Confidentiality is maintained.

5. Reviewing and monitoring – The Head Teacher will:

- Review the Day Book weekly with staff as appropriate;
- Report to the Chair of Governors
- Report termly to Governing Body

N.B. The school's Whistleblowing Policy should be referred to.