

Complaints Procedure:



CHRIST CHURCH C.E PRIMARY SCHOOL

If you have a complaint about our school, we would like you to tell us about it. We welcome suggestions for improving our work. Be assured that no matter what you wish to tell us, our support and respect for you and your child in the school will not be affected in any way. If you have a concern please let us know as soon as possible. It is difficult for us to properly investigate an incident or problem that has happened some time ago.

COMPLAINTS POLICY

Christ Church C.E (VC) Primary School is an open, friendly school where communication between the staff, head and parents is encouraged in every way. Effective contact between home and school is essential to good working relationships. Parents and carers are encouraged to approach staff first, and then the Head, if they have any general concerns or problems. All concerns, problems or complaints will be handled with care.

If a parent has a complaint against a member of Christ Church School and the situation cannot be resolved through an initial discussion between parents and staff, then the following steps should be taken to resolve a verbal complaint:

ζ full and frank discussion with the parents and the Head within two days of receiving the complaint if it has not been possible to meet immediately.

ζ permission will be sought from the parents to broach the matter with the member of staff concerned.

ζ when permission is not granted the parents will be informed that a note has been made of their concerns but no further action can be taken at this point

ζ if the parents give permission, the Head and the member of staff will discuss the issue within two days of receiving the complaint. [where practical]

ζ if there is mutual agreement, a meeting will be arranged between all parties in an atmosphere of shared respect and a genuine attempt to resolve the situation. This will be done within 10 days of the receipt of the original complaint.

If there is no mutual agreement, parents will be given the option of:

- ♣ leaving the matter there
- ♣ returning after two weeks to discuss the matter further

If these informal steps do not resolve the issue, then:

ζ parents will be given the option of formalising their concerns in writing.

ζ on receipt of a written complaint the Head will, within two days, ask the parents' permission to give the member of staff concerned a copy of the letter

If permission is refused parents will be reassured that their concerns have been noted and that they may either:

- ♣ leave the matter there
- ♣ take it further and inform the Governing Body

ζ if permission is granted, a copy will be handed to the member of staff immediately.

ζ the Head and the member of staff will discuss the issue within two days of the member of staff receiving written notification of the complaint. . [where practical]

ζ if there is mutual agreement, a meeting will be arranged between all parties in an atmosphere of shared respect and a genuine attempt to resolve the situation. This will be done within 10 days of the receipt of the original complaint.

If the issue cannot be resolved:

ζ parents will be given the option of formally presenting their complaint to the Chair of the Governors.

ζ the Chair of Governors will refer the matter to the Complaints Committee.

ζ a meeting of the Complaints Committee will be called within 10 days of receiving the written complaint.

ζ the Complaints Committee should endeavour to reach a conclusion on the issue and inform the complainant in writing.

ζ the complainant may take the matter further with the LEA if the complaint is still unresolved.

Staff have the right to consult their Union at any stage in the process

If a member of Christ Church School staff has a complaint that involves another member of staff, [or a Governor] then the following steps should be taken to express and resolve it:

- endeavour to resolve the matter either by direct approach to the member of staff involved or by discussion with the Assistant Head or, where appropriate, with the Head. At any time during this process the employee is entitled to consult the appropriate union representative who may handle it with, or for, the employee. A personal interview with the Assistant Head or the Head must take place within 5 working days of the request being made.
- staff should seek to resolve the problem personally, or by mutual agreement, in consultation with other members of staff. The Head, by mutual agreement, may seek consultation with the Chair of Governors, the School Improvement Partner or representatives of the relevant trade union.

If these informal steps do not resolve the conflict, then:

- the member of staff should submit written, formal notice of the complaint to the Head and to the person concerned. The Head will then immediately make a written report to the appropriate Complaints Committee of the Governing Body.

- where the aggrieved member of staff is the Head, or where the grievance is against the Head, then the member of staff should submit written, formal notice of the complaint to the Chair of Governors who will in turn submit written, formal notice of the complaint to the committee.
- all relevant documents and submissions must be presented to the committee who will seek to settle the problem.
- a meeting must be arranged within 10 working days. A friend or official union representative may accompany the parties concerned. The parties may be informed verbally, but in any event should be advised in writing, of the decision of the committee within 10 working days.

If this decision does not satisfy the parties concerned, then:

- any person involved in this issue may appeal to the Governing Body Staff Appeals Committee. [Governors on the Appeal Committee will not have been involved in any prior stage of this grievance process.]
- this committee will meet within 10 working days of a formal written notice of appeal being submitted to the Chair of Governors.
- all relevant documents should be submitted to the Appeals Committee and the member of staff or friend, and the other party or parties, should make their submissions in the presence of each other.
- the Appeals Committee should endeavour to reach a conclusion on the issue by way of expressing an opinion, and/or making recommendations and/or making decisions. The opinion and/or recommendations, and/or decisions should be communicated to the parties concerned.

There will be no further appeal available to any of the parties concerned.

The following items are excluded from the scope of this complaints procedure:

1. Matters not related to employment
2. Disciplinary Matters
3. Grievance against the LEA [Grievances of this nature will be forwarded to the area personnel Officer]
4. Income Tax, National Insurance, Statutory Sick Pay, Statutory Maternity Pay, Pensions
5. Grading appeals
6. Failure to secure an appointment
7. Collective disputes
8. Matters relating to poor performance

Further Action

Complaints about school problems are usually settled within the school but in exceptional cases it may be possible to refer the matter to an outside body such as the local education authority or the Secretary for State for Education and Skills. If necessary the chair of the Complaints Review Committee of the governing body will let you have further information.